

Attachment I.B.2-39 Humana PHI Breaches

Case Number	Case SubType	Discovery Date	# Individuals Impacted	Humana Entity	Vendor/BA	Summary
198867	Unauthorized access/disclosure	9/19/19	1545	Go365		Humana determined that bad actors were attempting to validate member credentials used to log into Humana.com or Go365.com. Our investigation indicates that the activity started on August 27, 2019. This activity is commonly known as credential stuffing. Credential stuffing is accomplished by using stolen user names and passwords from an outside source, taking advantage of users who often reuse the same credentials across multiple accounts and attempting to determine which ones are valid. The bad actors were able to validate Humana.com or Go365.com user name and password combinations and access member accounts. We believe the intention of the bad actors was to redeem Go365 reward points for gift card redemptions, if available.
198497	Unauthorized access/disclosure	7/10/19	756	MarketPoint		On December 12, 2018, Humana terminated one of its sales agents for violating Humana policy by emailing his Humana client list to his personal email account. We believe he later shared this information with his wife and that they used the information to contact individuals to solicit them as future customers of their own insurance brokerage. The solicitations occurred during April and May of 2019. On July 10, 2019, the wife provided a written statement to Humana confirming that she and her husband had solicited certain individuals by using information from her husband's client list.
180258	Unauthorized access/disclosure	4/18/19	1220	Go365		A programming error in the Go365 mobile application allowed some Go365 participants to see other participants' protected health information. Go365 is a reward and incentive program that helps participants track and reach health goals. Following the breach, Humana deployed two updates to the Go365 application and fixed the programming error and initiated ongoing monitoring to ensure the fix was effective.
HU1900189	Identity Theft	3/18/19 0:00	4122	Humana Health Plan	Availity	Availity discovered additional fraudulent provider accounts that were used to submit Eligibility & Benefit inquiry transactions to Humana, CarePlus, and Palmetto Government Benefits Administration (PGBA).
HU1800707	Unsecure Transmission-PHI Website	12/10/18 0:00	629	Humana Health Plan and Go365		Automated credential stuffing event occurred on an exposed legacy Secured Logon URL. The URL was not protected by Akamai Bot Manager or SHAPE and as a result, a bad actor was able to validate credentials. Once validated they used good credential pairs to successfully login to GO365 and obtain gift cards.
HU1800691	Identity Theft	12/2/18 0:00	750	Humana Health Plan and Go365		A bad actor manually entered valid credentials of multiple members into the Humana.com and/or Go365 portal and ordered gift cards providing an alternate mailing address to mail the gift cards.
HU1800672	Identity Theft	11/8/18 0:00	1447	Humana Health Plan	Availity	Availity portal accounts were fraudulently created by bad actors impersonating providers and used the accounts to send claim transactions to payers and receive payments.
HU18005F8	Identity Theft	10/11/18 0:00	578	Humana Health Plan	BenefitMall	An unknown number of members had their information accessed by an unauthorized actor who obtained access to five employee email mailboxes via a phishing attack. The unauthorized actor was able to forward to an unauthorized email account certain correspondence containing protected information.

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HU1800534	Identity Theft	8/30/18 0:00	8429	Family Physicians Group (FPG) a Humana owned provider		Family Physicians Group (FPG), recently acquired by Humana, Inc., had an email phishing incident.
HU18005C9	Identity Theft	8/7/18 0:00	1212	Humana Health Plan	Bankers Life	Bankers Life discovered that unauthorized third parties accessed credentials belonging to a limited number of our employees. Investigation later revealed that unauthorized third parties used improperly obtained employee information to gain access to certain company websites, potentially resulting in unauthorized access to personal information of individuals who applied for insurance through a Bankers Life agent.
HU180036B	Theft Loss Laptop	7/3/18 0:00	684	Humana Health Plan		Associate reported encrypted laptop stolen. The laptop bag contained paper copy [against policy] of member names with member ID's and addresses and other identifiable information.
HU1800066	Incorrect Contact Info Mail	1/17/18 0:00	11,248	Careplus Health Plan		CarePlus Multiple Member's EOBs were sent to the wrong members.
HU1700578	Unsecure Transmission-PHI Website	8/29/17 0:00	5764	Humana Health Plan	Real Time Health Quotes (RTHQ)	RealTimeQuotes.com - An Amazon S3 bucket containing significant quantities of identifiable data was unprotected due to improper permissions. RTHQ is an agency that sells Humana insurance Ong others. The incident affected multiple payors.
HU170042D	Unsecure Transmission-PHI Website	7/16/17 0:00	502	Humana Health Plan and Go365		Go365 Mobile App Humana became aware of bad actors redeeming gift cards to a foreign email address. Initial research determined the bad actors were attacking the Go365 mobile application directly.
HU17001CC	Unsecure Transmission-PHI Website	3/20/17 0:00	5,197	Humana Health Plan and Go365		Cyber Security Incident - Go365 Spoofing - An excessive number of Secured Logon errors were reported. Determined errors were a result of numerous attempts to log into Humana.com and Go365 from a foreign IP address.
HU16004F3	Improper Disclosure or Use	10/7/16 0:00	4333	Humana Health Plan		A system used to generate member letters was programmed incorrectly, resulting in letters intended for adult dependents being addressed and mailed to the policyholder of the health plan.
18772	Improper Disclosure or Use	9/18/15 0:00	2,873	Careplus Health Plan		CarePlus Late Enrollment Penalty (LEP) Premium Statements were processed and mailed on September 11, 2015. As the letters were being prepared for mailing, a machine was programmed to insert two premium statements per envelope instead of one premium statement per envelope. This resulted in some statements being sent to the incorrect member.
18663	Improper Disclosure or Use	8/27/15 0:00	1,025	Humana Vitality (now Go365)		Members were seeing other member's information when logging into Humana Vitality website.
18652	Improper Disclosure or Use	8/20/15 0:00	2814	Humana Health Plan		Associate reported encrypted laptop stolen. Associate back pack also stolon contained paper copy medical record information [against policy] of member names, clinic names, clinic addresses, physician's name and other identifiable information.