CVS Health Breaches over 500

1.) January 30, 2019 (Retail) a third party vendor who provides storage to the CVS Pharmacy located at 5701 Kipling St in Wheat Ridge Colorado, had a storage container vandalized. Unknown person (s) broke in a locked storage and stole records, including paper copies of the prescriptions dispensed by this pharmacy location between 2016-2018.

2.) October 13, 2017 (Retail) - An individual broke into a CVS Pharmacy in Riverview, Florida during Hurricane Irma and stole completed prescriptions intended for 836 individuals. The type of protected health information (PHI) stolen included patients' first and last names, dates of birth, addresses, medication names, and provider names. The CE assessed the damage and secured the store to prevent any other unauthorized access. OCR reviewed the CE's policies and procedures on uses and disclosure of PHI and safeguarding PHI and obtained assurances that the CE provided breach notification to affected individuals and the media in accordance with the Breach Notification Rule.

3.) March 3, 2017 (Retail) - On January 11, 2017, a box containing hard copy controlled substance prescriptions written between January 2, 2017 and January 11, 2017, was stolen by an unknown individual from a CVS, the covered entity (CE), in Michigan City, Indiana. The breach affected 724 individuals and the types of protected health information (PHI) involved included patients' names, dates of birth, addresses, medication names, medication dosages, prescription numbers, and prescriber information. The CE provided breach notification to affected individuals, the media, and HHS. Following the breach, the CE retrained its staff at the Michigan City location. Additionally, the CE's management conducted an internal audit to ensure that patient records were not easily visible to waiting customers or accessible by anyone standing outside of the pharmacy. OCR reviewed the CE's policies and procedures on uses and disclosure of PHI and safeguarding PHI and obtained assurances that the CE implemented the corrective actions noted above.

4.) December 5, 2016 (Retail) - An individual broke into a CVS Pharmacy in Whiteville, NC during Hurricane Matthew. The thief stole 626 individuals' completed prescriptions. The types of PHI on the prescriptions included names, partial birthdates, addresses, medication names and doses, providers' names, and prescription numbers. The covered entity (CE) provided breach notification to HHS, affected individuals, and the media. Following the breach, the CE assessed the damage and secured the store to prevent any other unauthorized access. OCR reviewed the CE's policies and procedures on uses and disclosure of PHI and safeguarding PHI, and determined that they were in compliance with the Privacy Rule. OCR obtained assurances that the CE implemented the corrective actions noted above.

5.) April 19, 2016 (PBM/BA) - Quarles & Brady is a business associate (BA) of the covered entities (CE), CVS Health and OptumRx. On March 16, 2016, a briefcase containing a Quarles & Brady workforce member's laptop computer was stolen from the workforce member's vehicle in Indianapolis. The laptop was password protected, but not encrypted, and contained the protected health information (PHI) of 7,261 individuals, in violation of the BA's policy. The PHI included names, addresses, and medications. The CEs provided breach notification to affected individuals and the media. To resolve the issues raised in this matter, the BA disciplined the workforce member involved by issuing a formal reprimand, retrained the workforce member, and subjected the workforce member to a period of monitoring. The BA also encrypted all workforce laptops, sent emails to all workforce members reminding them that storing PHI on a computer hard drive violates its policy, and gave instructions on how to delete PHI from the hard drive. Additionally, the BA required all health law attorneys to attest to reviewing all information saved to their hard drives and removing any PHI and retrained all health law attorneys and staff on the importance of HIPAA compliance for the use of laptops. OCR obtained documented assurances from the BA that it implemented the corrective action steps described here.

6.) September 18, 2015 (PBM BA) - A former employee of the covered entity's (CE) business associate (BA), CVS Health, impermissibly exfiltrated the CE's member information from its systems and saved the protected health information (PHI) onto his personal computer. The PHI involved in the breach included full names, member identification numbers, health card numbers, plan codes and states, and start and end dates. The breach affected approximately 54,203 individuals. The CE provided breach notification to HHS, affected individuals, and the media, and also provided substitute notification. The CE also offered individuals one year of free identity theft protection membership. As a result of this incident, the CE required the BA to improve safeguards by enhancing security for the BA's fraud management tool and databases containing PHI, and updating its security procedures. OCR reviewed the CE's policies, procedures, and/or documentation related to impermissible disclosures, safeguards, business associates, and breach notification and obtained assurances that the BA implemented the corrective actions listed above.

7.) June 26, 2015 (Retail) - CVS Health Store 3976, the covered entity (CE), was looted and burned during rioting activity that occurred in the city of Baltimore, Maryland, and some computers containing electronic protected health information (ePHI) were stolen. 12,914 individuals were affected by the incident. The specific type of PHI on the stolen computers included patients' first and last names, partial dates of birth, addresses, medication names, medication dosage, and prescription number. CVS Health provided OCR with assurances that individuals affected by this breach and the media were notified in accordance with the Breach Notification Rule. All individuals affected by the breach were given 1 year of free credit monitoring by the CE.