

HEALTH BENEFITS E-NEWS

*Department of Human Resource Management
Office of Health Benefits*

August 26, 2022

Nationwide OneTouchPoint, Inc. Breach May Impact Commonwealth of Virginia Members

On July 28, 2022, the Department of Human Resource Management (DHRM) Office of Health Benefits was notified by OneTouchPoint, Inc. of a data breach on their computer systems. OneTouchPoint, Inc. (OTP), a vendor who provides printing and mailing services for Anthem, discovered encrypted files on certain computer systems. OneTouchPoint, Inc. launched an investigation with the assistance of a third-party forensic specialist to determine the nature and scope of the incident. It was determined that the breach impacted members of the State (COVA/LODA) and The Local Choice (TLC) health plans administered by Anthem. The incident was reported to law enforcement and the appropriate regulatory authorities.

Here is the information from OneTouchPoint, Inc. at this time:

- Since discovery of the event, OTP, Inc., has identified impacted members.
- **Social Security numbers and financial information were not impacted by this incident.**
- The investigation to date shows the information accessed includes member names, address, and some may have included gender, age range, healthcare plan information, healthcare incentives, provider name and provider payment information.
- OTP engaged outside counsel and forensic investigators to assist in an investigation. In addition, steps have been taken to implement additional safeguards relating to data privacy and security.
- OTP has seen no evidence of misuse of any information related to this incident.
- Anthem's business systems were not impacted by this incident.

OneTouchPoint, Inc. mailed notices to impacted members on August 9, 2022. No action is required by agencies. DHRM will continue to monitor the situation and provide updates to state agencies and localities as necessary. Please let us know if you have questions.

For more information or questions regarding this incident, members should call OneTouchPoint, Inc. t 1-877-237-3894, Monday through Friday, from 8:00 a.m. to 8:00 p.m. Central Time. Additionally, members can write to OneTouchPoint, Inc., at the following address:

Attention: Incident Response
1225 Walnut Ridge Drive
Hartland, Wisconsin 53029
Website: 1touchpoint.com

Please do not reply to this email. You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov