



**COLORADO**  
Department of Health Care  
Policy & Financing

Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

August 11, 2023

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Philip G Rice  
11268 E Linvale Dr  
Aurora CO 80014-3071

Dear Philip G Rice:

We are writing to let you know about a recent incident that involves your personal information and/or protected health information. Our agency, the Department of Health Care Policy and Financing (HCPF), oversees Health First Colorado (Colorado's Medicaid program), Child Health Plan *Plus* (CHP+), and other health care programs for Coloradans who qualify.

**What Happened?** On May 31, 2023, Progress Software discovered a problem affecting its MOVEit® Transfer application. IBM, a third-party vendor contracted with HCPF, uses the MOVEit application to move HCPF data files in the normal course of business. Progress Software publicly announced that the MOVEit problem was the result of a cybersecurity incident, which impacted many users around the world, including IBM. No HCPF or State of Colorado systems were affected by this issue.

After IBM notified HCPF that it was impacted by the MOVEit incident, HCPF launched an investigation right away to understand whether the incident impacted our own systems, and to determine whether Health First Colorado or CHP+ members' protected health information was accessed by an unauthorized party. While we confirmed that no other HCPF systems or databases were impacted, on June 13, 2023, the investigation identified that certain HCPF files on the MOVEit application used by IBM were accessed by the unauthorized actor on or about May 28, 2023. These files contained certain Health First Colorado and CHP+ members' information. We have since learned that some of your information was included in these files. Pursuant to state law and the Health Insurance Portability and Accountability Act (HIPAA), we are required to give you notice of this breach.

**What Information Was Involved?** The information may have included one or more of the following pieces of information: your full name, Social Security number, Medicaid ID number, Medicare ID number, date of birth, home address and other contact information, demographic or income information, clinical and medical information (such as diagnosis/condition, lab results, medication, or other treatment information), and health insurance information.

**What We Are Doing.** We take information security seriously and apologize for any inconvenience this incident may cause. HCPF and its vendors are reviewing their policies, procedures and cybersecurity safeguards to further protect their systems. As an added precaution, we are offering you two years of free credit monitoring and identity restoration services provided through Experian. Unfortunately, HCPF cannot enroll you directly due to privacy reasons. So if you would like to enroll, please read *Steps You Can Take to Protect Personal Information* included with this letter. We have also set up a call center to answer additional questions you may have. Please call us at **833-346-1583**, Monday through Friday, 7:00 a.m. to 9:00 p.m. Mountain Time, or Saturday and Sunday, 9:00 a.m. to 6:00 p.m. Mountain Time (excluding major holidays). Please be prepared to provide engagement number B100640.

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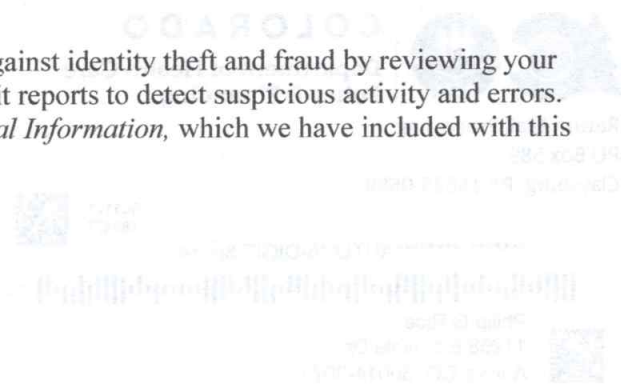
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**What You Can Do.** We encourage you to remain vigilant against identity theft and fraud by reviewing your bank and credit card accounts and monitoring your free credit reports to detect suspicious activity and errors. You may also review *Steps You Can Take to Protect Personal Information*, which we have included with this letter.

Sincerely,

*Jane Wilson*

Jane Wilson  
Privacy Officer  
[www.hcpf.colorado.gov/MOVEit-cyber-security](http://www.hcpf.colorado.gov/MOVEit-cyber-security)



We are writing to let you know about a recent incident that involved your personal information and of how we are working to protect your information. The Department of Health and Human Services (HHS) received information from Colorado Health and Human Services (CHHS) that your information was included in a data breach.

On August 14, 2013, HHS received information from CHHS that your information was included in a data breach. The information that was included in the breach included your name, address, date of birth, and other personal information. We are working to protect your information and to prevent further breaches.

As a result of this breach, your information was included in a data breach. We are working to protect your information and to prevent further breaches. We are also working to identify the cause of the breach and to prevent it from happening again.

If you have any questions about this letter, please contact us at 303-733-1234. We are committed to protecting your information and to providing you with the best possible service.

We are working to protect your information and to prevent further breaches. We are also working to identify the cause of the breach and to prevent it from happening again. We are committed to protecting your information and to providing you with the best possible service.