



November 3, 2023

MEMBER NAME
ADDRESS
CITY STATE ZIP

RE: 675378

NOTICE OF DATA BREACH

Dear <Member Name>;

We are writing to notify you, a valued member, of a recent incident involving some of your personal information.

Humana has a contract with PNC Bank ("PNC") to handle the funding for payments to participating providers. PNC has a subcontractor, ECHO Health Inc. ("ECHO"), that assists providers with payment processing.

What happened?

On August 9, 2023, ECHO was alerted to suspicious activity on their website. Upon investigation, ECHO determined that an unauthorized individual was able to access their website, utilizing valid payment information obtained from an unknown 3rd party billing company to access Explanation of Provider Payment documents containing Protected Health Information (PHI) of some Humana members. We deeply apologize for this unfortunate situation. Here's what we are doing to address this incident and protect you.

What information was involved?

- First and last name
- Humana identification number
- Provider name
- Dates of Service

ECHO has no reason to believe that any information related to this incident to date has been subject to actual or attempted misuse.

What we are Doing:

ECHO immediately took their website offline and engaged a cybersecurity consulting firm and launched an in-depth investigation to determine the full nature and scope of the incident. ECHO has implemented new technical safeguards and strengthened the control settings for their applications. They also put additional alerts and fraud monitoring in place.

What you can do:

We do not think your personal information will be used inappropriately because of the incident that took place. However, we ask you to remain vigilant. There are steps you can take to protect yourself. Review the following for suspicious activity:

- Explanation of Benefit (EOB) letters
- SmartSummary statements
- Medical records


For More Information:

Do you have any questions or need help with anything mentioned in this letter? Please contact us by phone using the phone number listed on the back of your Humana ID Card or by calling **800-457-4708**. If you have a speech or hearing impairment and use a TTY, call **800-648-6056**.

Again, please accept our sincere apology for this incident. We value your membership and work hard to protect your information.

Sincerely,

Tonya Moore
Director, Provider Connectivity & Payments
Humana, Inc.

 Enclosures