

District of Columbia (DC) Department of Health Care Finance Provides Notice of MOVEit Data Security Incident

On behalf of District of Columbia (DC) Department of Health Care Finance (DHCF, Agency), Maximus US Services, Inc. (Maximus) is providing notice of an incident that may affect certain individuals' personal information.

Maximus is a contractor to DHCF and was hired to assist with processing Medicaid enrollments. Files containing certain individuals' information may have been obtained due to a weakness in a software that Maximus uses called MOVEit.

On May 31, 2023, Maximus learned of a weakness in MOVEit software, which an unauthorized party used to gain access to the files of many MOVEit customers, including Maximus. Maximus notified the DHCF of the incident on June 6, 2023 and has been working with them. The investigation has determined that on approximately May 27 – 31, 2023, an unauthorized party obtained copies of certain individuals' data. Maximus reviewed the files to determine which data had been affected. On June 12, 2023, Maximus learned certain individuals' data may have been affected.

An unauthorized third party may have accessed information that individuals provided to the DHCF when applying for Medicaid or other eligibility updates DHCF obtains, including: Name; Address; Medicaid ID; Medical History, Condition, Treatment, or Diagnosis; Health Insurance Application/Claims Information; Health Benefits and Enrollment Information; Telephone number. Social Security Numbers were not impacted.

As soon as Maximus became aware of the incident, Maximus took immediate actions to protect individual information and to investigate. These actions included: taking MOVEit offline; hiring nationally known cybersecurity and forensic experts; notifying DHCF and providing regular updates to their program oversight leadership, Chief Information and Data Protection Officers; and notifying and cooperating with law enforcement. Finally, Maximus will continue to enhance its cybersecurity program.

Maximus is offering two years of complimentary credit monitoring, identity restoration, and fraud detection services through Experian at no cost to potentially affected individuals. As good practice, it is recommended that individuals regularly monitor account statements and monitor free credit reports. If individuals identify suspicious activity, it is recommended that they contact the company that maintains the account on their behalf.

We take the privacy and security of personal information very seriously and regret that this incident happened.

Individuals with questions or concerns should contact Experian at (833) 919-4749 toll-free Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays) and, if you received a notification letter in the mail, be prepared to provide the engagement number provided in that letter.