**Sample letter to potentially affected beneficiaries:**

[CMS LOGO]

Dear <<BENEFICIARY>>

We are writing to inform you of a potential privacy incident involving your personal information related to Medicare entitlement and premium payment records. The Centers for Medicare & Medicaid Services (CMS), the federal agency that manages the Medicare program, is sending you this letter so that you can understand more about this incident, how we are addressing it, and additional steps you can take to protect your privacy. We will issue you a new Medicare card with a new Medicare Number and have provided information with this notice on free credit monitoring services. This does not impact your Medicare benefits or coverage.

**What Happened?**

 On October 8, 2022, Healthcare Management Solutions (HMS), LLC, a CMS subcontractor, was subject to a ransomware attack on its corporate network. HMS handles CMS data as part of processing Medicare eligibility and entitlement records, in addition to premium payments. Initial information indicates that HMS acted in violation of its obligations to CMS, and CMS continues to investigate the incident. No CMS systems were breached, and no Medicare claims data were involved. On October 9, 2022, CMS was notified that the subcontractor’s systems had been subject to a cybersecurity incident but CMS systems were not involved. As more information became available, on October 18, 2022, CMS determined with high confidence that the incident potentially included personally identifiable information and protected health information for some Medicare enrollees. Since then, CMS has been working diligently with the contractor to determine what information and which individuals may have been impacted.

**What Information Was Involved?**

After careful review, we have determined that your personal and Medicare information may have been compromised. This information may have included the following:

* Name
* Address
* Date of Birth
* Phone Number
* Social Security Number
* Medicare Beneficiary Identifier
* Banking information, including routing and account numbers
* Medicare Entitlement, Enrollment, and Premium Information.

No claims data were involved in this incident.

**What We Are Doing**

When the incident was reported, we immediately started an investigation, working with the contractor and cybersecurity experts to identify what personal information, if any, might have been compromised. CMS is continuing to investigate this incident and will continue to take all appropriate actions to safeguard the information entrusted to CMS.

**What You Can Do**

At this time, we’re not aware of any reports of identity fraud or improper use of your information as a direct result of this incident. However, out of an abundance of caution we are issuing you a new Medicare card with a new number. CMS will mail the new card to your address in the coming weeks. In the meantime, you can continue to use your existing Medicare card. After you get your new card, you should:

1. Follow the instructions in the letter that comes with your new card.

2. Destroy your old Medicare card.

3. Inform your providers that you have a new Medicare Number.

While we continue to investigate what, if any, banking information may have been compromised, if you have concerns, please contact your financial institution and let them know your banking information may have been compromised. Additionally, you can enroll in free Equifax Complete Premier credit monitoring service. You do **not**need to use your credit card to enroll in the service. To activate your free credit monitoring:

* Please review the attached insert with instructions
* You can enroll online or by calling (xxx xxx xxxx)
* Enroll by (insert date). Your code will not work after this date
* Visit the Equifax website to enroll at:***www.equifax.com/activate***

For questions about the credit monitoring service or to enroll in Equifax Complete Premier over the phone, please call Equifax’s customer care team by (insert date) at <<xxx-xxx-xxxx>>.

We have enclosed additional information about other steps you can take to further protect your privacy.

**For More Information**

We take the privacy and security of your personal information very seriously. We apologize for the inconvenience this privacy incident has caused.

If you have any further questions regarding this incident, please call the Equifax dedicated and confidential toll-free response line at <<xxx.xxx.xxxx>>. This response line is staffed with professionals familiar with this incident who know what you can do to protect against misuse of your information. The response line is available Monday through Friday, <<X>>am to <<X>>pm Eastern. You can also call 1-800-MEDICARE (1-800-633-4227) with any general questions or concerns about Medicare.