



Notice of MOVEit Data Security Incident

The University of Massachusetts Chan Medical School (“UMass Chan”) is committed to protecting the confidentiality of the information we maintain. We recently responded to and addressed a global data security incident linked to a vulnerability in a third-party software platform – MOVEit – that resulted in the unauthorized acquisition of some of your information. This notice explains the incident, measures we have taken, and some additional steps you may consider taking in response.

This incident was part of a world-wide data security incident involving a software program called MOVEit. MOVEit is used by thousands of organizations around the world to transfer files. This MOVEit incident has impacted state and federal government agencies, financial services firms, pension funds, and many other types of companies and not-for-profit organizations.

UMass Chan conducts research studies in collaboration with federal, private and industry sponsors. To facilitate these research studies, UMass Chan uses MOVEit to securely transfer certain files. On June 1, 2023, we learned that a vulnerability in a third-party software platform – MOVEit – resulted in the unauthorized acquisition of some of the files that were shared via MOVEit. After learning of the vulnerability, UMass Chan secured its MOVEit platform, notified law enforcement, and launched an investigation.

Through our investigation, we learned that between May 27, 2023 and May 28, 2023, an unauthorized actor exploited the vulnerability on the MOVEit software and acquired files that had been transferred through the platform.

UMass Chan worked diligently to review the files that were involved. Through that review, on September 22, 2023, UMass Chan identified files containing the names in combination with the contact information, date of birth, medical information, Medicaid/Medicare ID number, and/or health insurance policy number/subscriber number of certain individuals on UMass Memorial Health billing statements who participated in research studies conducted by UMass Chan. For a small number of individuals, Social Security numbers were also involved.

On November 3, 2023, UMass Chan mailed notice letters to individuals whose information was involved in this incident. If you believe your information was involved, please call 888-988-0513, Monday through Friday, from 9:00 a.m. to 5:00 p.m., Eastern Time, excluding national holidays.

UMass Chan encourages individuals to review the statements they receive from their healthcare providers and health insurance plan and contact their provider or health plan immediately if they see any services that were not received.

UMass Chan regrets any inconvenience or concern this may cause. To help prevent events such as this from occurring in the future, we have and will continue to monitor our vendors’ data security practices.

Notice of a MOVEit Data Security Incident

We recently responded to and addressed a global data security incident involving the MOVEIT file transfer platform, a software licensed by Progress Software that is used by thousands of organizations around the world to facilitate secure file transfers. As has been reported in the press, the MOVEit incident impacted state and federal government agencies, financial services firms, pension funds, and many other types of companies and not-for-profit organizations. This notice explains the incident, the measures we have taken, and some steps individuals can take in response.

Texas Health and Human Services Commission (“THHSC”) previously used the MOVEit file transfer application to transfer files in connection with the services that we previously provided to the THHSC.

We first learned about the MOVEit vulnerability on June 1, 2023, and have implemented all publicly available software fixes for the MOVEit application while taking extensive steps to closely monitor our vendors’ data security practices. An unauthorized actor accessed the MOVEit platform between May 27 and May 28, 2023. The files stored on the platform were reviewed and on August 17, 2023, files containing the names and Social Security numbers of certain individuals who received services from THHSC were identified. Notice of this determination was provided to THHSC on August 17, 2023.

It is recommended that individuals review information they receive from their social services and health care providers, including Medicare, and contact the provider, health plan, or Medicare immediately if they see any services that were not received.

We regret any inconvenience or concern this may cause. If you believe your information was involved and have any questions about this incident, please call 855-457-6006, Monday through Friday, from 9:00 a.m. to 5:00 p.m., Central Time, excluding national holidays.