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.