



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.