

June 25, 2021

Media Notification

This media notification, being issued on behalf of MultiPlan, Inc., is regarding a security incident that involved members of Fallon Health. MultiPlan handles certain aspects of the payments Fallon Health makes to some providers for services they provide to members.

On January 27, 2021, MultiPlan, Inc. identified a security matter involving unauthorized access to one employee's email account. Upon discovering the incident, the vendor immediately terminated the unauthorized access, changed the impacted employee's security credentials, and began an investigation supported by forensics experts to determine what happened. The unauthorized access began on December 23, 2020. Based on the results of the investigation, it appears that the unauthorized access was an unsuccessful attempt to divert wire payments from a small number of customers seeking to pay their invoices to the vendor. The identity of the individual who gained the unauthorized access is unknown and MultiPlan has notified the FBI of this incident.

In the process of carrying out this attempt, the unauthorized person also had access to information contained in the employee's email account, including customer billing information which, in turn, contained individual plan participant information. Following an analysis of the information in the employee's email account, it was determined that personal information of individuals was potentially accessed, including: full name, medical record number, claims information (date and cost of health care services and claims identifiers), health insurance ID number, member ID, group ID, social security number. No other financial or personal information was exposed.

Please be assured that this matter did not involve Fallon Health's network or systems in any way. This matter only affected one email account belonging to MultiPlan. While it does not appear that plan participant information was the target of this incident, the vendor cannot say with certainty which emails or attachments may have been accessed. Therefore, and out of an abundance of caution, MultiPlan, on behalf of Fallon Health, is notifying any individual who had plan participant information stored in the email account in question. MultiPlan will provide these individuals with two (2) years of complimentary identity monitoring services, including credit monitoring, fraud consultation, and identity theft restoration.

MultiPlan has taken actions to reinforce its existing security protocols and processes to reduce the likelihood of this situation occurring in the future. MultiPlan has reinforced its process for authenticating email access and is providing additional mandatory security awareness training to employees. MultiPlan is also conducting a thorough review of its information security policies, procedures and controls and will implement appropriate enhancements.

For more information, please contact MultiPlan's call center at: 855 731 3323.