



January 6, 2014

## iaHealthLink.gov Webpage Breach – 2014

(Des Moines, Iowa) – The iahealthlink.gov website, which provided information on healthy behaviors to Iowa Health and Wellness members, was compromised by an unauthorized user on November 10, 2014. Personal information of about six dozen users could have been accessed during this breach. From the informational website, individuals could not apply for coverage or be enrolled in the Iowa Health and Wellness Plan. No personal health or financial information was requested.

While the website asked members not to share confidential information, 64 users seeking detailed responses shared personal health or other private information through the “contact us” option. That information could have been accessed by the unauthorized user.

Attempts have been made to contact the 64 users directly to notify them of this breach. This outreach has included phone calls, emails and letters. Some individuals could not be contacted directly, and this information is being posted at the DHS website as required by law.

## QUESTIONS AND ANSWERS

### **Q: How many are impacted?**

A: Sixty-four users who sought detailed responses to questions through the “Contact Us” option.

### **Q: What types of information were contained in the messages?**

A: Types of information included:

- Name
- Mailing address and phone number
- Medical condition
- Iowa Health and Wellness Plan Identification Number
- And in one instance, a Social Security Number

**Q: Why did this happen and what actions have been taken?**

A: The Office of the Chief Information Officer (OCIO) and Iowa Department of Human Services (DHS) privacy officials investigated and found that a necessary patch to the Drupal web platform was not installed to the iahealthlink.gov web application, allowing an authorized user to access the site. This happened sometime between late November 9, 2014, and the afternoon of November 10, 2014. DHS officials have taken steps to help prevent another occurrence, including ceasing operation of the website and creating new security requirements for any applications hosted offsite or by contractors/vendors.

**Q: What can I do if I submitted a question to the iahealthlink.gov website?**

A: If you submitted a question through iahealthlink.gov, you may have already received a letter, email or telephone call from DHS or Iowa Medicaid Enterprise regarding the breach. If you have questions, you can contact the Iowa Medicaid Member Services Call Center at 1-800-338-8366 or 515-256-4606. If you are concerned that your personal information may be used by another person, you may request free credit reports. If you want more information, go to <https://www.annualcreditreport.com> or call toll-free 877-322-8228.

If you suspect that your identity has been stolen, please contact your local law enforcement officials or call the Attorney General's Consumer Protection Division at 515-281-5926, or toll-free at 1-888-777-4590. Go to: [www.iowaAttorneyGeneral.gov](http://www.iowaAttorneyGeneral.gov) for information and brochures on both preventing and dealing with identity theft (click on "Protecting Consumers").

**Q: What happens next?**

A: DHS has taken steps to help prevent similar occurrences, as noted above. The department is providing the same information on the healthy behaviors to Iowa Health and Wellness Plan members here: [https://dhs.iowa.gov/ime/members/medicaid-a-to-z/iahealthlink/your\\_benefits/healthy\\_behaviors](https://dhs.iowa.gov/ime/members/medicaid-a-to-z/iahealthlink/your_benefits/healthy_behaviors)