

Required Substitute Notice

Member Hotline Number: 877-412-7152

February 28, 2019

Health Alliance Plan's business associate, Wolverine Solutions Group, is notifying HAP members of a ransomware incident that may have exposed some personal and protected health information of some HAP members.

The ransomware incident, in which malicious software attacked and locked up WSG's servers and workstations, occurred on or around September 23, 2018. The information that may have been exposed included the following: name, address, date of birth, member identification number, health care provider name, patient identification number and claim information (service code and payment amount). **No** Social Security numbers or credit card information was exposed.

On November 28, 2018, WSG notified its clients that it had experienced an incident but did not yet know who had been impacted or what data may have been compromised. On February 6, 2019, WSG provided HAP with the final list of HAP members who may have been impacted, along with the data that may have been exposed. WSG will be notifying all affected HAP members by mail no later than February 28, 2019.

WSG is not aware of the affected members' information being used for any inappropriate purpose and is offering 12 months of free identity and monitoring services to all impacted members.

HAP takes its responsibility to protect our members' information very seriously. We sincerely apologize this happened to our members. Wolverine Solutions Group has issued an apology to HAP and our impacted members.

Members are asked to call 877-412-7152 if they have questions.

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