

For immediate release

Highmark notifies members about data breach

Highmark Inc. (Highmark) recently became aware of a database issue affecting utilization management (Care and Case Management) letters that may have been sent to the wrong address. This database issue only affected members who previously had a change of address.

After investigation, it was determined that this error resulted from a database update made in August 2023, which may have caused an outdated mailing address to be selected for utilization letters mailed between August 2023 and February 2024.

Information in the letters included name, address, and Highmark member identification number. Depending upon type of letter sent, the letters may have also included a reference number, employer group name and number, date of birth, a service date range, a service or procedure code and description, medication name and dosage, and the provider or facility name.

Highmark immediately responded to this error and launched an investigation to determine how the error occurred and how the error may have affected members. Changes have also been made to the database to maintain the accuracy of member address information. This change flags the current active address for the member and validates that only the active address is loaded to the database.

Highmark has not discovered any evidence to date that information mailed to outdated addresses because of this incident has been used fraudulently.

Highmark takes the security of member information seriously and has implemented an action plan to ensure current mailing addresses are used to prevent future incidents of this nature.

Highmark members whose information may have been mailed to an outdated address are being notified the week of April 2.

Highmark encourages all members to regularly review their account statements and explanations of benefit forms from Highmark or healthcare providers with respect to any unauthorized activity, and to promptly report any suspicious activity.

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