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Notice To our Members About an Email Incident

The Health Plan of San Mateo (“HPSM”) is committed to protecting the confidentiality and security of our members’ information. This notice is to inform our members and their guardians, where appropriate, of a recent email phishing incident that may have involved some of that information.

On January 17, 2023, HPSM became aware of unauthorized access within our employee email environment. With the assistance of a cybersecurity firm, HPSM determined that an unauthorized person gained access to one email account on January 17, 2023. The evidence suggests that this was an attempt to fraudulently change the employee’s direct deposit information — and not to access personal or plan member information. However, because HPSM could not rule out the possibility that member information may have been viewed, they reviewed all emails and attachments in the mailbox.

HPSM’s review identified a spreadsheet documenting calls to the nurse advice line available to HPSM members. This spreadsheet included member names, dates of birth, member identification numbers, and some limited information regarding one or more calls made to the nurse advice line. The email account did **not** contain social security numbers, claims information, or financial information.

HPSM is mailing letters to all affected members. If you believe you are affected by this incident and do not receive a letter by **April 7, 2023**, please call **(866) 869-7294**, Monday through Friday 8 am – 5:30 pm CST (excluding major U.S. holidays). Although we have no indication that any information will be misused, in an abundance of caution, we are recommending that members review their healthcare statements for accuracy and report any services not recognized to their provider.

HPSM takes member privacy and confidentiality very seriously. To help prevent a similar incident from occurring in the future, HPSM has further enhanced its existing security measures and is providing additional training to HPSM employees on how to detect and avoid phishing emails.

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