



DEPARTMENT OF

Professional &
Financial Regulation

STATE OF MAINE

• OFFICE OF SECURITIES
• BUREAU OF INSURANCE
• CONSUMER CREDIT PROTECTION
• BUREAU OF FINANCIAL INSTITUTIONS
• OFFICE OF PROF. AND OCC. REGULATION

Harvard Pilgrim Health Care/Point32 Health Cyberattack

Consumer FAQs

(Updated 6/30/2023)

See more information at

www.harvardpilgrim.org/public/notice-of-data-security-incident

- 1. *What happened?*** According to the Harvard Pilgrim's [statement](#), on April 17, 2023 a cybersecurity ransomware incident was discovered and the company took all of its systems offline to contain the threat. Harvard Pilgrim notified law enforcement and regulators and has since been working with third-party cybersecurity experts to investigate and remediate the situation.
- 2. *When will the systems go back up?*** Harvard Pilgrim is testing systems thoroughly and working to make them accessible, again. They expect the systems to be fully operational the week of June 19th. The [member portal](#) has been reactivated.
- 3. *Who is impacted in Maine by this breach?*** You may have had personal data stolen if you've had Harvard Pilgrim coverage any time between March 28, 2012 to April 17, 2023. (Harvard Pilgrim currently covers over 75,000 Maine people through individual plans purchased directly from the company, individual plans purchased on Maine's Health Insurance Marketplace [CoverME.gov](#), and Medicare supplement plans.) It may take up to a year to learn which members' personal data was breached.
- 4. *Why didn't Harvard Pilgrim contact me sooner?*** With systems down, the company was unable to access contact information for its current or former members, so they worked with brokers and employers to try to get the word out to members. When the systems are back up, the company will be sending a mailing to anyone who is or was a member since March 28, 2012, explaining the breach.
- 5. *When will prior authorizations be required for certain services again?*** Members will not need prior authorizations for most medical or behavioral health services until July 24th. Harvard Pilgrim will notify all providers when they resume normal operations. Pharmacy services were not affected by the outage.
- 6. *How will members pay premiums?*** At the end of June, Harvard Pilgrim will send a letter to members who buy individual coverage directly from Harvard or through Maine's Marketplace at [CoverME.gov](#) explaining the premium billing dates. Several reminders will follow. Members experiencing financial hardship are encouraged to call the phone number on their member ID card.

7. *When will claims be paid?* The company has stated that they will accelerate their payment of claims and hope to be up to date in a relatively short time. The company will pay interest due to healthcare providers pursuant to the Maine Insurance Code by using the date of service, rather than the date of claim submission.

8. *What steps is Harvard Pilgrim taking for those whose information may have been stolen?* Harvard Pilgrim is offering 2 years of credit monitoring services to those possibly affected.

9. *What if I have questions or need assistance?*

- Members should call Harvard Pilgrim at **888-220-5517** or the number on the back of their insurance card.
- Providers should contact the Provider Service Center by email at: **provider_callcenter@point32health.org**