May 5, 2021 - West Virginia Senior Advantage, Inc. (“WVSA”) is a Medicare Advantage special needs plan headquartered in Charleston, West Virginia. On October 5, 2020, Beacon Health Solutions, LLC (“Beacon”), a subcontractor that performs services for the WVSA health plan, detected a data security incident by an unauthorized third party that prevented its employees from accessing systems and data. WVSA was informed of this incident on March 3, 2021.

Upon detecting this incident, Beacon immediately launched an investigation and engaged a digital forensics firm to help determine what happened and what information may have been accessed. Beacon also reported the incident to the Federal Bureau of Investigation (FBI). The types of information potentially accessed varied by individual, but may have included name, address, Social Security number, driver’s license, medical information, and health insurance information.

We have found no evidence that specific individuals’ information has been specifically accessed or acquired for misuse. However, due to the compromise of Beacon’s network, it has notified all potentially affected individuals of this incident.

As of this writing, WVSA is not aware of any reports of related identity theft since the date of the incident (October 5, 2020).

Beacon mailed notification letters to affected individuals on May 5, 2021 which included additional information about what occurred, outlined the specific personal information that could have been exposed for that individual, an offer of free identity monitoring and recovery services, and provided a toll-free number that individuals can call to learn more about the incident. The call center can be reached at 833/416-0905 and is available Monday – Friday between 9am-9pm EST.

The privacy and protection of sensitive information is a top priority for WVSA and its partners. We sincerely regret any inconvenience or concern this incident may cause.

***The following information is provided to help individuals wanting more information about steps that they can take to protect themselves:***

**What steps can I take to protect my private information?**

* If you detect suspicious activity on any of your accounts, you should promptly notify the financial institution or company with which the account is maintained. You should also report any fraudulent activity or any suspected incidents of identity theft to law enforcement.
* You may obtain a copy of your credit report at no cost from each of the three nationwide credit reporting agencies. To do so, visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three agencies appears at the bottom of this page.
* Notify your financial institution immediately of any unauthorized transactions made, or new accounts opened, in your name.
* You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC’s website offers helpful information at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

**What should I do to protect myself from payment card/credit card fraud?**

We suggest that you review your debit and credit card statements carefully in order to identify any unusual activity. If you see anything that you do not understand or that looks suspicious, you should contact the issuer of the debit or credit card immediately.

**How do I obtain a copy of my credit report?**

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every twelve (12) months. To do so, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three agencies is included in the notification letter and is also listed at the bottom of this page.

**How do I put a fraud alert on my account?**

You may consider placing a fraud alert on your credit report. This fraud alert informs creditors of possible fraudulent activity within your report and requests that creditors contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is listed below.

**Contact information for the three nationwide credit reporting agencies is as follows:**

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| **TransUnion**P.O. Box 1000Chester, PA 190161-800-916-8800[www.transunion.com](http://www.transunion.com) | **Experian**P.O. Box 2002Allen, TX 750131-888-397-3742[www.experian.com](http://www.experian.com) | **Equifax**P.O. Box 740241Atlanta, GA 303741-888-525-6285[www.equifax.com](http://www.equifax.com) |