STATE OF CONNECTICUT
LIEUTENANT GOVERNOR NANCY WYMAN

Connecticut Health Insurance Exchange
Board of Directors Emergency Meeting

Telephone Conference Call
Hartford, CT

Friday, June 6, 2014
Draft Meeting Minutes

Members Present by Telephone:
Lt. Governor Nancy Wyman; Robert Tessier; Vicki Veltri, Office of the Healthcare Advocate (Vice Chair); Commissioner Roderick Bremby, Department of Social Services (DSS) Grant Ritter; and Dr. Robert Scalettar

Members Absent: Secretary Benjamin Barnes, Office of Policy and Management (OPM); Commissioner Jewel Mullen, Department of Public Health (DPH); Cecilia Woods; Deputy Commissioner Anne Melissa Dowling, Connecticut Insurance Department (CID) Maura Carley; Paul Philpott; and Commissioner Patricia Rehmer, Department of Mental Health and Addiction Services.

Other Participants:
Health Insurance Exchange (HIX) Staff: Kevin Counihan, Peter Van Loon, Virginia Lamb, James Wadleigh, Jason Madrak, Tammy Preisner, James Michel and Kathleen Tallarita. Other participants: Bette Jo Pakulis and Howard Rifkin.

The Meeting of the Connecticut Health Insurance Exchange Board of Directors was called to order at 5:00 p.m.

A. Call to Order
Lt. Governor Wyman called the meeting to order at 5:00 p.m.

B. Discussion of Security Breach
Kevin Counihan briefed the Board on the details of a security breach that management had just learned about at 1:00 PM, today. Some personally identifiable information (PII) of some Access Health CT customers was found on four paper notepads left in an untended backpack on Trumbull Street. The Exchange was notified by Representative Case's Office that a backpack had been turned in that appeared to contain Access Health CT paperwork. Peter Van Loon, went over to the LOB and picked up the backpack at 12:40 PM.

In total, the notepads contained about 400 line items and included a mix of personal information. In some cases the information included names and DOB, in some cases names and Social Security numbers (SSNs), in some cases only the name or only a social security number with no name and in some cases an incomplete

name. The breach appears to originate with Maximus, the Exchange's Call Center vendor. Maximus was officially notified by letter of the breach and the actions the Exchange expected from Maximus including a risk management plan by Saturday; a meeting with senior Maximus management in the Exchange's offices on Monday; and a plan to put in place for each affected customer: daily credit monitoring of three credit bureaus; payment for credit report freezes; identity theft insurance up to $25,000 and credit resolution services. Staff will be working through the weekend with Maximus to verify all available information including audit logs of the system to try to ascertain the employee who caused this breach and to determine the extent of the breach. Removing any PII for Exchange or Maximus offices is a violation of both Exchange and Maximus privacy and security policies.

The Hartford Police were notified and came to our offices at 2:15 PM this afternoon and will be investigating this matter further. As required by law, HHS/CMS and the state's Attorney General will be notified in a few minutes. A statement was released to the press at 3:30 PM today to update the public on this breach. Staff will also reach out to our carriers over the weekend when more is known. Staff will keep the Board updated on findings.

C. Adjournment

The meeting adjourned at 5:45 p.m.