



Keystone First

Coverage by Vista Health Plan,
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Keystone First Statement Regarding Security Incident

[Keystone First](#) has announced that a security incident in late May 2023 resulted in the unauthorized disclosure of Keystone First member information from file transfer software used by a Keystone First vendor, CBIZ MHM, LLC (CBIZ).

On or about May 31, 2023, Progress Software, the provider of MOVEit Transfer software, which is used by global organizations including CBIZ to securely transfer files, disclosed a zero-day vulnerability in its MOVEit Transfer software. CBIZ investigated the nature and scope of the software vulnerability and determined that an unauthorized party exploited the vulnerability and downloaded files from CBIZ's MOVEit Transfer server between May 29 and June 5, 2023.

Through Keystone First's investigation of the incident, it confirmed on November 8, 2023, that the downloaded files contained certain protected health information (PHI) of certain health plan members, including members' names, dates of birth, health insurance ID numbers, and medical treatment and diagnosis information. The downloaded files did not contain social security numbers or personal financial information. Keystone First systems were not involved in this incident.

CBIZ informed Keystone First that it patched the identified vulnerability on its MOVEit Transfer server, and reviewed protocols to reduce the risk of similar incidents occurring in the future.

CBIZ notified affected individuals of the incident by mail when feasible. Additional information, including information on how to protect against identity theft and fraud, can be obtained by contacting Keystone First at our toll-free number, 1-800-521-6860. As a precaution, Keystone First is offering affected members two (2) years of free identity theft protection and monitoring services through Experian Identity Works. This product helps detect possible misuse of personal information, provides identity protection support, and resolution of identity theft. These services will expire at the conclusion of the complimentary period and will not automatically renew.

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