

The Indiana Family and Social Services Administration Provides Notice of MOVEit Data Security Incident

Maximus Health Services, Inc. (Maximus) is providing notice of an incident that may affect certain individuals' personal information.

Maximus is a contractor to the Indiana Family and Social Services Administration (the "Agency") and provides services to support certain government programs. Certain individuals' information was affected because this incident affected information shared with Maximus by the Agency for administrative purposes. The incident involved a critical vulnerability in MOVEit Transfer, a third-party software application provided by Progress Software Corporation (Progress). Maximus is among the many organizations in the United States and globally that have been impacted by the MOVEit vulnerability.

On May 30, 2023, Maximus detected unusual activity in its MOVEit environment; Maximus promptly began to investigate, engaged nationally recognized cybersecurity experts to assist, and took its MOVEit application offline early on May 31, 2023. Later that same day, Progress first publicly announced a previously unknown vulnerability in its MOVEit software, which an unauthorized party used to gain access to certain files within the MOVEit environments of many organizations.

Maximus promptly informed the Agency of the incident and has been working with them since. Additionally, Maximus engaged a forensic investigation firm and a data analysis firm to identify affected individuals and the types of information involved. Maximus learned that on approximately May 27 – 31, 2023, the unauthorized party obtained copies of certain files that were saved in the Maximus MOVEit application. Maximus reviewed the files to determine which data had been affected. On June 12, 2023, Maximus learned certain individuals' data may have been affected. The information involved may include name, address, case number, and for Heads of Household, recipient ID (RID or Medicaid number), as well as the Social Security number for four individuals.

Maximus is offering two years of complimentary credit monitoring, identity restoration, and fraud detection services through Experian at no cost to potentially affected individuals. As good practice, it is recommended that individuals regularly monitor account statements and monitor free credit reports. If individuals identify suspicious activity, it is recommended that they contact the company that maintains the account.

We take the privacy and security of personal information very seriously and regret that this incident occurred.

Individuals with questions or concerns should contact Experian at (833) 919-4749 toll-free Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays) and, if you received a notification letter in the mail, be prepared to provide the engagement number provided in that letter.