

December 3, 2018

UofL Faculty and Staff,

The University of Louisville has been notified that some employees participating in UofL's PCA-High and PCA-Low medical plans may have been victims of a data breach within the last 90 days. (PCA plans are typically referred to as Health Reimbursement Accounts or HRAs).

**The university has notified all faculty and staff affected by the breach via a separate email today.** UofL will notify affected employees without active email addresses via U.S. mail. Those letters are being mailed today. In addition, HealthEquity, the company that contracts with Anthem BlueCross BlueShield to administer the PCA (Personal Care Account) for the university, is sending letters by U.S. mail to all potential victims the week of Dec. 3-7.

HealthEquity notified UofL during the Thanksgiving holiday that two of their employees' email accounts had been accessed between Sept. 4 and Oct. 5. Those email accounts contained documents that included personal information used by HealthEquity to manage member accounts. HealthEquity has indicated that impacted employees were enrolled in the PCA-High and PCA-Low plans in 2017. No UofL systems were involved in the breach.

According to HealthEquity, there is no evidence of the data having been seen by an individual or having been used for any illicit purposes.

**What information is at risk?**

Some documents may have contained participants' Social Security Numbers, as well as participants' names, HealthEquity ID number, account type, and the employer name. HealthEquity's investigation found no personal financial information of the individuals was included in the documents that may have been accessed.

**What is being done for those affected by the breach?**

- HealthEquity is providing five years of free credit monitoring.
- HealthEquity has established a call center at 877-916-8380 from 8 a.m. to 8 p.m. for any questions you may have
- HealthEquity also is providing additional information at <https://ide.myidcare.com/healthequityprotect>
- HealthEquity Member Services is available 24/7 at 866-346-5800
- Employees may also contact the UofL benefits department at 502-852-0040 or [benefits@louisville.edu](mailto:benefits@louisville.edu)

The university is working with Anthem and HealthEquity to ensure appropriate steps are being taken to strengthen security controls and evaluate and revise policies and procedures, as needed, to prevent future occurrences. UofL will continue to review policies and procedures, both on campus and among our various vendors, to protect your information now and in the future.

John Elliott  
Chief Human Resources Officer