

Brightline/Fortra Breach

General Description

This article provides information regarding a recent breach involving some health plan members. Brightline, Inc., a provider of virtual Behavioral healthcare services and a business associate of Aetna, recently notified us of a data security breach involving its vendor, Fortra, who provides file transfer services.

Applicability/Eligibility

This article applies to some Aetna plan members. Plan member affected by the breach will receive a notice mailed to their home address.

Key Points

Following are the details of the breach:

- On January 30, 2023, Fortra became aware of suspicious activity where an unauthorized party gained access to certain customer accounts and download files.
- On February 4, 2023, Fortra notified Brightline of the unauthorized access. Brightline was able to determine the incident did not affect the Brightline network, just the eligibility files sent to Brightline. At this time, Fortra also notified law enforcement and continued its investigation.
- The investigation determined certain files containing personal information were acquired by the unauthorized party. These files contained the following:

Subscriber information including subscriber name, address, member id, date of birth, phone number, employer name, group id, coverage start and end date

Dependent information including dependent name, member id, member number, date of birth and gender

- Fortra took safety measures to mitigate further vulnerability. It deactivated unauthorized user credentials right away and tightened the access for authorized users. The file transfer service was also turned off and rebuilt for Brightline's version.
- On April 17, 2023, Aetna notified Trinity Health Welfare Benefit Plan (Total Rewards Benefits & Well-being) of the breach.
- A review of breach began right away within Trinity Health, media, government agency and member notices have been approved
- Media notice and member notice mailings will begin June 8th/9th. Each member affected will receive a letter even if multiple members have the same address on file.
- Only those members whose personal information was affected by this breach will receive a notice.

Key Steps

- Members affected or anyone else with additional questions regarding the breach may contact Brightline at 1-833-570-2987.