

MEDIA NOTICE

Wisconsin Electrical Employee Benefit Fund Notifies Members of Data Security Incident Involving Personal Information

Madison, Wisconsin, August 23, 2022 – Wisconsin Electrical Employee Benefit Fund (“WEEBF” or “we”) announced today it is informing members of a data security incident which involved a service provider, Conifer Value-Based Care, LLC (“Conifer”), and involved personal information regarding WEEBF’s members. Conifer provides revenue cycle management and other administrative services to healthcare providers and health plans.

On March 21, 2022, Conifer discovered that an unauthorized third party gained access to certain Microsoft Office 365-hosted business email accounts through phishing. “Phishing” occurs when an email is sent that looks like it is from a trustworthy source, but it is not. The phishing email prompts the recipient to share or give access to certain information. Upon discovery, Conifer immediately took action to prevent any further unauthorized activity, began an investigation, and engaged a leading security firm. Based on the investigation, the unauthorized party was able to access certain business email accounts between March 17, 2022 and March 22, 2022. Those email accounts are separate from Conifer’s internal network and systems, which were not affected by this incident. Conifer notified WEEBF on June 24, 2022 that its members’ health information may have been involved in this incident.

Based on the review, personal information involved in this incident may have included one or more of the following elements: (1) demographic information to identify and contact a patient (such as patient name, parent/legal guardian name, guarantor name, date of birth, and address); (2) Social Security number; (3) health insurance information (such as payor name and subscriber number); (4) medical and/or treatment information (such as medical record number, provider name, diagnosis or symptom information, and prescription/medication); and (5) billing and claims information. **Driver’s license number, credit and debit card information, bank account information, and account passwords were not involved in this incident.** Not all data elements were involved for all individuals.

WEEBF and Conifer take privacy and security very seriously. As soon as Conifer discovered the incident, it immediately took action to prevent any further unauthorized activity, including resetting the user password for the business email accounts where unauthorized activity was detected and blocking malicious IP addresses and URLs. Conifer has enhanced and continues to enhance security controls and monitoring practices as appropriate to minimize the risk of any similar incident in the future, and accelerated the implementation of multi-factor authentication for all business email accounts within the environment, which is complete.

Affected members are being notified, and complimentary credit monitoring and identity protection services are being offered to those whose Social Security number was potentially involved. Individuals are encouraged to carefully review statements sent from providers and insurance companies to ensure that all account activity is valid. Any questionable charges should be promptly reported to the company with which the account is maintained.

WEEBF and Conifer sincerely regret that this incident occurred and apologize for any inconvenience this incident may have caused. Individuals who have questions about this matter or would like additional information can call toll-free 1-833-764-2096 during 9 am - 9 pm Eastern Time, Monday through Friday, except holidays.

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