



HFS

Illinois Department of
Healthcare and Family Services

JB Pritzker, Governor
Elizabeth M. Whitehorn, Director

401 S. Clinton St., Chicago, Illinois 60607
Telephone: +1 312-793-4792, TTY: +1 800-526-5812

July 2, 2024

Re: Information Breach Substitute Notice

Dear Customer:

This substitute notice contains information regarding a security breach that occurred within the Illinois Department of Healthcare and Family Services (HFS). HFS mailed written letters to affected individuals for whom HFS had sufficient addresses on July 2, 2024.

What Happened? On April 25, 2024, a threat actor sent a phishing email to ten State of Illinois employees. One employee of another state agency clicked on the link and provided their credentials (user name and password). The threat actor used the credentials to gain access to the employee's account and send additional phishing emails to approximately 3,671 State employees from the user's compromised account. Through this phishing campaign, the threat actor gained access to three HFS employee accounts, and files associated with the accounts..

What Did the State Do to Respond to this Incident? The phishing email was reported to the Illinois Department of Innovation and Technology (DoIT), and DoIT promptly blocked the website. DoIT also reset the passwords and Multi-Factor Authentication (MFA) methods of the three HFS employees whose credentials were compromised. HFS re-educated employees regarding the dangers of phishing emails, how to spot them, and how to report them.

What Information Was Potentially Involved? The information involved for affected individuals may have included name, date of birth, social security number, Medicaid recipient identification number, and Medicaid case number. The information that may have been involved is not the same for every affected individual.

What Can You Do? If you have questions or would like to know if your information was included in this incident, you can email HFS.Privacy.Officer@Illinois.Gov, or you can call 312-793-4805. This phone line will be available for you to call until September 30, 2024. Below are resources that are available to you if you would like to use them.

- You may contact one of the consumer reporting agencies to place a free fraud alert or security freeze on your credit files. A fraud alert lets creditors know to contact you before opening any new accounts. A freeze prevents a business, bank, or lender from seeing your credit report until you verify your identity with the consumer reporting agencies and confirm that it really is you, and not an impostor, applying for credit. You may contact any of these consumer reporting agencies to place a fraud alert or credit freeze on your accounts:

Equifax www.equifax.com/personal/ P.O. Box 105788 Atlanta, GA 30349 888-766-0008	Experian www.experian.com P.O. Box 9554 Allen, TX 75013 888-397-3742	TransUnion www.transunion.com P.O. Box 2000 Chester, PA 19016 800-680-7289
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- You may also contact the Federal Trade Commission to learn more about fraud alerts, credit freezes, or other identity theft resources:

Federal Trade Commission
600 Pennsylvania Ave., NW
Washington, DC 20580
877-382-4357 (Consumer Help Line)
877-438-4338 (Identity Theft Line)
www.ftc.gov
IdentityTheft.gov

We are deeply sorry for any inconvenience that this matter may cause you. We are committed to maintaining the privacy of your personal information.

Sincerely,

HIPAA/Privacy Officer
Illinois Department of Healthcare and Family Services
HFS.Privacy.Officer@Illinois.Gov