



State of Connecticut

Insurance Department

THOMAS R. SULLIVAN
COMMISSIONER

OFFICIAL NEWS RELEASE

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Insurance Department Demands Answers

Hartford – Today, Health Net of Connecticut, Inc, notified the Connecticut Insurance Department that a secure disk drive containing all documents received from 2002 forward from providers and members has been reported missing from the Shelton premises, earlier this year. HealthNet is investigating and will be notifying all affected individuals.

“My main concern is protecting the members and participating providers,” said Commissioner Sullivan. “We are currently working with HealthNet to ensure adequate notification and protections for all involved.”

The company has identified that the information on the disc is not visible without special software that is only available to HealthNet, Inc. Furthermore, the Commissioner is requiring that HealthNet provide adequate credit monitoring protection through Debix for 2 years for any consumer affected.

“Rest assured that my office is committed to a thorough review of this situation, and will determine next steps and appropriate enforcement action,” said Commissioner Sullivan.

Commissioner Sullivan sent a letter to HealthNet requesting information to ascertain the scope of this breach. In the letter, Commissioner Sullivan requested detailed information including:

1. The total number of members and providers affected by this incident;
2. The circumstances that led to the disc drive disappearing;
3. Whether there was any medical or protected health information on the missing disc drive;
4. The date that HealthNet, Inc determined Connecticut consumer data was affected;
5. Documentation of HealthNet’s established security procedures;
6. What security plan changes HealthNet will be undertaking as a result of this incident;
7. The steps being taken to determine how this occurred; and
8. Why there was a delay in reporting this breach to the Insurance Department.

The Department has requested a response to this inquiry in writing by December 1, 2009.

If consumers have questions they are urged to call the telephone number located on their member identification card.

ABOUT THE CONNECTICUT INSURANCE DEPARTMENT

The mission of the [Connecticut Insurance Department](http://www.ct.gov/insurance) is to serve consumers in a professional and

timely manner by providing assistance and information to the public and to policy makers, by regulating the insurance industry in a fair and efficient manner which promotes a competitive and financially sound insurance market for consumers, and by enforcing the insurance laws to ensure that consumers are treated fairly and are protected from unfair practices. For more information, visit the Connecticut Insurance Department at www.ct.gov/cid.

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