

Maximus Cybersecurity Incident

For Medicaid Provider Call Center Use

The Ohio Department of Medicaid was notified by our contracted provider data manager, Maximus, that Maximus experienced a cybersecurity incident on May 17, 2021, potentially impacting provider names, social security numbers, addresses, and other information. We understand that Maximus has taken investigatory steps, enhanced cyber security protocols, and has made Experian identify theft monitoring available to those impacted.

Ohio Medicaid is monitoring the progress of the investigation and will continue working with Maximus as they remedy the situation.

Attached is Maximus's statement regarding the incident. All media questions should be directed to Maximus at media@maximus.com.

What do I need to know?

Ohio Medicaid providers will begin receiving notices from our IT vendor Maximus regarding a cybersecurity incident potentially exposing personal data. Due to the volume of providers impacted, ODM anticipates that frontline staff within Medicaid as well as those with ODA, MHAS, ODH, ODE, and DODD may receive inquiries from providers receiving notifications.

The information below provides insights on how to direct inquiries regarding the incident.

Please note that this was a Maximus incident. As such, it is to be managed by Maximus corporate staff. If you receive any inquiries from providers, stakeholders, media, or any others regarding the incident, please advise your frontline staff how to direct them.

What can Medicaid providers do?

Maximus is offering providers, at no cost, 24 months of credit monitoring and other services from Experian.

Medicaid providers who received a letter regarding this incident or who have questions about credit monitoring services should contact Experian's dedicated assistance line at (800) 357-0823, Monday to Friday between 9:00 AM-11:00PM EDT and Saturday to Sunday 11:00 AM-8:00 PM EDT.

Who to call for questions?

If you or your providers have additional questions, they should be directed to Maximus at email address questions@Maximus.com. Additional information is available at <https://maximus.com/questions>.

What if a reporter calls?

Maximus will be handling all calls from media. Inquiries should be directed to Maximus Corporate Communications at media@maximus.com.

What impact will this have on centralized credentialing go-live date, slated for July 26?

ODM and the OMES vendor teams have been evaluating the potential impact to the work schedule while the Maximus servers have been offline. More information will be shared soon.



Maximus Statement

On May 19, 2021, Maximus learned of an incident involving an application related to Medicaid provider's credentialing and licensing data in Ohio.

Upon discovery, Maximus promptly took the impacted application offline, launched an investigation with a leading cybersecurity firm, activated response protocols, and notified law enforcement. It was determined that this application was accessed by an unknown party between May 17, and May 19, 2021. Because the unauthorized activity was detected at a very early stage, Maximus believes our quick response limited potentially adverse impacts. This incident did not affect any other Maximus servers, applications, or customers.

This incident did not affect patient or Medicaid beneficiary information. Some personal information about healthcare providers may have been impacted, including names, dates of birth, and Social Security numbers. There is no evidence that any of the information has been misused. In an abundance of caution, Maximus is offering 24 months of complimentary credit monitoring services to individuals whose information may have been impacted by this incident. Individuals whose information may have been impacted will receive a mailed letter with credit monitoring instructions.

All media questions should be directed to Maximus at media@maximus.com.

For more information, visit <https://maximus.com/questions>



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Medicaid Provider - Call Center FAQ

Frequently Asked Questions

Q: Who is Maximus?

A: Maximus is a vendor that provides IT services to support the Ohio Department of Medicaid (ODM). Specifically, Maximus is developing new systems for Medicaid-provider enrollment, screening, and credentialing.

Q: Who was potentially impacted by this incident?

A: This incident involved medical providers whose information may have been provided to the Ohio Department of Medicaid or to a managed care plan for credentialing or tax identification purposes prior to October 1, 2020. According to Maximus, there is no indication that this incident involved Medicaid patient or beneficiary data.

While there is no evidence that any of the information contained within the affected application has been misused, Maximus is offering 24 months of complimentary credit monitoring services to individuals whose information may have been impacted by this incident. Individuals whose information may have been impacted will receive a mailed letter with credit monitoring instructions.

If an individual did not receive a mailed letter but are a medical provider whose information was provided to ODM, or to a managed care plan for credentialing or tax identification purposes prior to October 1, 2020, their information may have been affected, and Maximus can provide the same credit monitoring products being offered to those who received a mailed letter.

Providers can go to <https://maximus.com/questions> to learn more, or send questions to questions@maximus.com.

Q: What information was potentially accessed?

A: The affected application contained some personal information about healthcare providers including names, dates of birth, and Social Security numbers. According to Maximus, there is no evidence that any of the information has been misused.

Q: Was any Medicaid recipient information involved?

A: According to Maximus, there is no indication that this incident involved any Medicaid patient or beneficiary data.