Member Notice

March 25, 2024, HealthEquity Inc. became aware of a systems anomaly requiring extensive technical and forensics investigation. Through this work, some unauthorized access and potential disclosure of protected health information was discovered stored in an unstructured data repository outside HealthEquity's core systems. On or after October 31, 2024, the health plan determined that personal information was involved.

As a result of their investigation, HealthEquity took immediate actions, including disabling all potentially compromised vendor accounts and terminating all active sessions; blocking all IP addresses associated with threat actor activity; and implementing a global password reset for the impacted vendor. Additionally, they enhanced their security and monitoring efforts, internal controls, and security posture.

Most impacted individuals have received direct notice of this event, but we were unable to contact a limited number of individuals and are providing this substitute notice. The information impacted may include one or more of the following categories: first name, last name, social security number, address, phone number, email address, patient ID, and date of service. Not all data categories were affected for every person.

To learn more please visit, https://www.healthequity.com/breach

If you have any questions or would like additional information, please call toll-free 888-244-3079. This service center is open from 9:00am – 9:00pm ET, Monday through Friday, excluding some U.S. holidays.