Notice to International Health Plan Members Regarding Privacy Incident

California Residents Please [Click Here](#)

Worldwide Insurance Services, LLC ("HTH") understands the importance of protecting the security and confidentiality of all the information it maintains. This notice relates to personal information of certain HTH international health plan members that may have been affected by a recent incident.

Following the conclusion of our investigation of a suspected security incident, with the assistance of a leading computer forensic firm, HTH determined that an unauthorized party obtained credentials to two HTH employees' email accounts through a phishing email scheme and could have accessed some member information contained within one of those accounts. The information related to members in the email account varied, but may have included names, member IDs, claims information, diagnoses, treatment information, Social Security numbers, and U.S. passport numbers.

To date, HTH has no evidence that any member information contained in the emails has been actually accessed or misused by an unauthorized person. We began mailing letters to potentially affected members on May 21, 2018 and we have established a dedicated call center to answer any questions. If you believe you may be affected by this incident but did not receive a letter by Tuesday, June 5, 2018, please call 888-478-2068. If you are calling from outside the United States, you can reach the call center by making a collect call to 574-314-6373. The call center's hours of operations are 9:00 am – 8:00 pm Eastern Time, Monday-Friday.

We sincerely regret any inconvenience or concern this may cause you. To help prevent a similar incident from occurring in the future, we have provided extensive training to our employees regarding phishing emails and other cybersecurity issues. In addition, we have enhanced existing security measures by installing software to detect phishing emails and prevent their receipt by employees and implemented multi-factor authentication for email.