

Frequently Asked Questions

Iowa Medicaid, a division of the Iowa Department of Health and Human Services (HHS), works with other companies to help deliver health care in Iowa. One of those companies is Telligen, Inc., which conducts assessments for Medicaid members to make sure they have the correct level of care. Telligen subcontracted part of that work to Independent Living Systems (ILS).

Q: What happened?

A: Iowa Medicaid was notified February 17, 2023 that Independent Living Systems had a security incident.

Telligen shared with HHS that ILS discovered an unauthorized access happened between June 30, 2022 and July 5, 2022.

ILS shared a list of individuals whose personal information was part of the unauthorized access.

Q: Why was there a delay between the incident and people finding out?

A:

- The breach occurred between June 30 and July 5, 2022
- ILS became aware of the incident in July 2022 and immediately reported it to the FBI.
- The organization did not determine the scope of the breach until a federal investigation was completed months later
- ILS posted a preliminary report of the breach on its website in September 2022, but did not complete a review of the affected information until January 2023.
- ILS validated the information and notified its customers in February 2023.
- Telligen was notified on February 14th, 2023, and HHS was notified on February 17th 2023.

Q: I received a letter that said my personal information may have been exposed. What does that mean?

A: Your personal information may have been obtained during the attack on ILS systems.

Q: How many people are impacted by this incident?

A: Potentially 20,815 members in Iowa.

Q: What can I do to protect myself from identity theft?

A: You will get a letter with information about free credit monitoring. If you want to use this service, details are on page 2 of the notification letter.

Q: What is HHS doing to address the issue?

Each person affected by this incident is receiving a letter summarizing the incident and steps to take to protect your data from future misuse.

- Telligen is providing free credit monitoring for one year to all individuals receiving a notification letter.
- Cooperating with law enforcement.
- Working with Telligen to move away from ILS as a vendor.
- ILS systems are being monitored 24/7 by a third-party cybersecurity firm to detect and prevent further attacks.

Medicaid members with questions can reach out to Iowa Medicaid Member Services toll free at 833-257-1764 Monday through Friday 8 a.m. to 5 p.m. central daylight time.