

Memorandum



CITY OF DALLAS

DATE May 17, 2019

TO Honorable Mayor and Members of the City Council

SUBJECT **CIGNA Privacy Incident**

Background

On February 7, 2019 Cigna was advised that one of their third-party vendors had noticed suspicious logins to the vendor's provider portal. Health care providers typically use the portal to receive benefit and eligibility information from insurers such as Cigna. Personal information such as names, dates of birth, genders, member identification numbers, home addresses, and information related to our employee's type of Cigna health care coverage may have been viewed or accessed by the unauthorized third party. Social Security Numbers are NOT accessible through the provider portal, and therefore were not exposed at any time.

Actions Taken

Cigna advised the City of Dallas on May 16, 2019 via email that two (2) City of Dallas employees may have been impacted by this breach of confidential information. Cigna will be sending a formal communication to these employees and have also informed us that more impacts may be expected.

The week of May 20, 2019 Cigna will be mailing letters to all affected to notify them their information may have been accessed or viewed. They will also be offered free credit monitoring through Equifax. Per Cigna, the investigation is ongoing and required notification to the appropriate federal and state regulatory bodies is underway. Human Resources will remain in close communication with Cigna and regular updates will be provided.

Sincerely,

A handwritten signature in black ink, appearing to read 'T.C. Broadnax', written over a circular stamp or seal.

T.C. Broadnax
City Manager

c: Chris Caso, City Attorney (Interim)
Mark Swann, City Auditor
Billierae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager
Jon Fortune, Assistant City Manager

Joey Zapata, Assistant City Manager
Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer
Michael Mendoza, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
Laila Aleqresh, Chief Innovation Officer
Directors and Assistant Directors