



## New York State Correctional Officers & Police Benevolent Association, Inc.

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**- PLEASE POST -**

TO: Chief Sector Stewards

FROM: Sharon Smith, Health Benefits Specialist

DATE: September 23, 2009

RE: Letter of Security Breach from Express Scripts, Inc./Empire Plan

Be advised that Express Scripts, Inc. (the Pharmacy Benefit Manager for the Empire Plan Prescription Drug Program from 1/1/99 through 12/31/05) has mailed approximately 300,000 letters to Empire Plan enrollees concerning an incident that resulted in an unauthorized access to Empire Plan enrollee information. This letter is legitimate and any members who received the letter and have concerns should go to [www.esisupports.com](http://www.esisupports.com) for helpful information and resources or contact Kroll Inc., a risk-consulting company hired by Express Scripts, for assistance.

In September of 2008, Express Scripts had notified Civil Service of the breach. At the time, they believed that 75 enrollees were involved, none of which were covered under the Empire Plan. The perpetrator of this crime was trying to extort money from Express Scripts, threatening to expose members' records if the money was not paid. Express Scripts refused the extortion demands and contacted the FBI.

In late August of 2009, Express Scripts was informed by the FBI that the perpetrator still possesses the information and that more enrollee records than originally thought were stolen. On or about September 16, 2009, Express Scripts sent approximately 300,000 letters to Empire Plan enrollees, notifying them of the breach (to date, there is no known misuse of the enrollment information).

Any member who believes their personal information has been compromised because of the breach should contact Kroll (866-795-9350, Monday through Friday, 8:00 am to 5:00 pm Central Time). They will assist the member and, if necessary, assign a licensed investigator to work with them to validate and address all concerns. Express Scripts will provide identity restoration services from Kroll for all legitimate and approved cases of identity theft caused by this incident.

We will update you with any further information we receive on this issue.

SS

cc: NYSCOPBA Executive Board  
NYSCOPBA Jt. Committee on Health Benefits