

Substitute Notice

Notice of Security Incident

Rhode Island Public Transit Authority is committed to protecting the confidentiality and security of the information we maintain. We recently identified and addressed a security incident that involved the personal information of our health plan beneficiaries.

On August 5, 2021, we identified a security incident that resulted in unauthorized access to some of our computer systems. We immediately began an investigation and took measures to address the incident and secure the systems involved. Our investigation determined that files were exfiltrated from our network between August 3, 2021 and August 5, 2021. We conducted a careful review of those files and identified files pertaining to RIPTA's health plan. These files contained plan member names, Social Security numbers, addresses, dates of birth, Medicare identification numbers and qualification information, health plan member identification numbers and claims information.

We mailed letters to affected individuals on December 21, 2021 and arranged for all affected individuals to receive a complimentary membership to identity monitoring services through Equifax. If you believe you are affected by this incident and do not receive a letter by January 20, 2022, please call 855-604-1668, Monday through Friday, from 9AM – 9PM EST, except holidays.

We take this matter very seriously and regret any inconvenience or concern this incident may cause. To help prevent something like this from happening again, we implemented additional security measures to enhance the existing security of our network and continue to train our employees regarding data security.