Ransomware Attack Hits Health Insurer Point32Health

Non-profit health insurer Point32Health says it has taken systems offline to contain a ransomware attack identified this week.

Established in 2021 as the merger between Harvard Pilgrim Health Care and Tufts Health Plan, Point32Health is the second largest health insurer in Massachusetts, serving more than 2 million customers.

In a notification published this week, the organization revealed that it fell victim to a ransomware attack on April 17, which forced it to take systems offline to contain the incident.

The attack, Point32Health says, impacted systems it uses “to service members, accounts, brokers, and providers”, with most of them related to Harvard Pilgrim Health Care.

“We have notified law enforcement and regulators, and are working with third-party cybersecurity experts to conduct a thorough investigation into this incident and remediate the situation,” the insurer says.

Earlier this week, Harvard Pilgrim Health Care announced on Facebook that its website and communication services are disrupted.

“We are currently experiencing technical issues with our website and phone lines. We’re sorry for the inconvenience,” the organization said.

The company says it has yet to determine whether personal

information was compromised in the attack.

Point32Health did not say how many individuals might have been impacted by the incident but, according to the organization, Harvard Pilgrim Health Care serves roughly 1.1 million individuals.

SecurityWeek has emailed Point32Health for additional information on the breach but the company shared no other details.

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