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Conduent Cybersecurity Incident Frequently Asked Questions

Who is Conduent?

Conduent is a Blue Cross and Blue Shield of Texas (BCBSTX) third-party service provider that offers mailroom, payment and other back-office support services.

What happened?

According to Conduent, on Jan. 13, 2025, it discovered that they were the victim of a cyber incident that impacted a limited portion of their network between October 21, 2024, and January 13, 2025. According to Conduent, they immediately secured their networks and initiated an investigation with the help of third-party forensic experts. Their investigation determined that an unauthorized third party accessed their environment which included some files associated with BCBSTX. Some HealthSelect℠ medical plan participants may have been impacted by the incident.

Were BCBSTX systems impacted by this incident?

No. BCBSTX systems were not impacted by this incident.

Is there any way to tell what exact data elements were breached for each specific participant?

Conduent has not provided specific data elements for each participant. According to the information BCBSTX received from Conduent, participant information that was potentially disclosed includes: name, date of birth, postal address information, Social Security numbers, medical service information (treatment and diagnosis codes, provider names, dates of service and claim amounts), group number and subscriber number.

What is the plan for notifying individual participants affected by this incident?

Conduent is providing notification letters to impacted participants. Impacted individuals will be offered one year of free credit monitoring. The monitoring enrollment process will be detailed in the participant notification letter.

If you have additional questions, you may call the Conduent dedicated assistance line **(866) 559-4749** (toll-free), Monday–Friday, from 8 a.m. to 5:30 p.m. CT.

Why did it take so long to notify impacted participants?

While this incident happened between October 21, 2024, and January 13, 2025, Conduent's data analysis took extensive time. BCBSTX then received the data from Conduent and evaluated it to determine and verify the identity of the impacted participants, which was a time-consuming process.

What security steps did Conduent take to respond to the incident?

According to Conduent, upon detection of the incident, Conduent activated its cybersecurity response plan with the help of external cybersecurity experts to contain and remediate the incident. Conduent notified the FBI. According to Conduent, they immediately took systems offline and hired cybersecurity experts to analyze their environment. Conduent later confirmed there has been no further known malicious activity since the event. All known indicators of compromise have been blocked. Conduent restored its systems and operations and implemented measures to further protect its systems.

Are there any likely negative effects of the data compromise on the impacted individuals?

At this point in time, Conduent states it is not aware of actual or attempted misuse of the personal information. The participant notification letter includes information on credit monitoring and steps participants can take to help protect their information.

Has Conduent communicated whether any evidence has been detected of the breached data appearing in known bad actor sites, forums or on publicly accessible websites?

According to Conduent, throughout this incident and investigation, it has engaged in dark web monitoring for the disclosure of any data associated with this cyber incident being publicly released on the internet (including the dark web). To date, there has been no evidence of the breached data appearing on the internet.