Promoting Regulatory Excellence

CYBER INFORMATION EMERGENCY
Agency Recovery After A Data System Has Been Compromised

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Department of Health Professions

WHAT IS A PRESCRIPTION MONITORING PROGRAM?

Prescription Monitoring Programs (PMPs) are systems in which controlled prescription drug data are collected in a database, centralized by each state, and administered by an authorized state agency to promote the appropriate use of controlled substances for legitimate medical purposes, while deterring the misuse, abuse, and diversion of controlled substances.

Definitions

- VITA-Virginia Information Technology Agency
- NG-Northrup Grumman
THE MESSAGE

- "I have your [expletive] in *my* possession, right now, are 8,257,378 patient records and a total of 35,548,087 prescriptions. Also, I made an encrypted backup and deleted the original. Unfortunately for Virginia, their backups seem to have gone missing, too. Uhoh :( For $10 million, I will gladly send along the password."

NUMBERS

- Numbers in Optional Customer ID Field
  - SSN?
  - Something else?
- Prompted over 500,000 letters to be sent
  - Postage cost of over $200,000
  - Almost 200,000 letters returned

PHONE CALLS

- Staff and phone system completely overwhelmed by calls
- Contract for call center put in place using basic “script”
- Very upset people and extremely sad stories
RECOVERY

- Manual processing of requests end of June
- Moved entire system to new facility with new hardware and new version of software (this was a scheduled software update)
- Turned on web access—24/7 auto response features on October 1, 2009. This software was originally scheduled for go live on June 1

STATS-Registered Users

<table>
<thead>
<tr>
<th>Jan-09</th>
<th>Feb-09</th>
<th>Mar-09</th>
<th>Apr-09</th>
<th>May-09</th>
<th>Jun-09</th>
<th>Jul-09</th>
<th>Aug-09</th>
<th>Total Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>2990</td>
<td>4048</td>
<td>5811</td>
<td>6581</td>
<td>6935</td>
<td>2178</td>
<td>3041</td>
<td>4535</td>
<td>5167</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Prescribers</th>
<th>Pharmacists</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>2000</td>
</tr>
<tr>
<td>2000</td>
<td>4000</td>
</tr>
<tr>
<td>4000</td>
<td>6000</td>
</tr>
<tr>
<td>6000</td>
<td>8000</td>
</tr>
<tr>
<td>8000</td>
<td>10000</td>
</tr>
</tbody>
</table>

STATS-Requests

<table>
<thead>
<tr>
<th>Time Period</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>1st Qtr 2010</th>
<th>2nd Qtr 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Totals</td>
<td>22156</td>
<td>43819</td>
<td>75432</td>
<td>82223</td>
<td>103672</td>
</tr>
</tbody>
</table>

Nashville, Tennessee