C·B·H **PROVIDER NOTICE: DECEMBER 4, 2023**

OKTA Security Advisory

CBH recently introduced OKTA on November 13 as a step for the provider community to log in to QuickBase. Our hope is that OKTA becomes, over time, the single login process you will use to access CBH services, reducing your need to remember different user IDs, passwords, and websites.

CBH became aware of a report of a security incident involving OKTA on October 19, when the organization reported that an intruder gained access to its customer support system. Once inside the customer support system, the intruder downloaded a list of all OKTA users who had accessed customer support. This list contained usernames and email addresses. However, it did not contain passwords, fortunately. Additional information on the incident was released yesterday as OKTA learned more. The details of yesterday's update from OKTA have not resulted in additional security recommendations from CBH to our community.

CBH's IT security team continues to monitor this incident. Currently, CBH does not see any potential for the exposure of sensitive information. No Protected Health Information is at increased risk from this incident, as the breach at OKTA did not result in the exposure of passwords. CBH's provider network migrated from QuickBase to OKTA after the breach on November 13. Since the breach did result in the exposure of email addresses of users who contacted OKTA support, there may be an elevated risk of phishing attacks from this incident for those users.

While CBH continues to monitor this incident, if you have any additional questions on this matter, please feel free to contact Steve Branigan at **steven.branigan@phila.gov**.

Thank you for your time and attention to this important matter.