

Notice Regarding TRICARE Beneficiary Data — Berkeley Research Group Data Incident

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DHA is aware that Berkeley Research Group (BRG), a consulting and litigation support firm engaged by Evernorth Federal Services (EFS), formerly Express Scripts—DoD's pharmacy benefits administrator—experienced a data security incident in early 2025 that affected approximately 96,000 TRICARE beneficiaries.

What Happened

On March 2, 2025, BRG discovered that someone who was not authorized accessed BRG's computer systems between February 28 and March 2, 2025. BRG quickly began an investigation with cybersecurity experts and took steps to secure their systems. The investigation found that some of your personal information may have been copied from BRG's network. EFS notified the Defense Health Agency (DHA) of this incident on March 12, 2026. The delay in notification was due to the time required for BRG and EFS to complete a thorough investigation, identify all affected individuals, and confirm the extent of the data involved.

What Information Was Involved

Depending on the individual, information potentially involved includes names, dates of birth, contact information, Social Security numbers, health plan names, member IDs, group numbers, medical record numbers, clinical and treatment information, prescription information, and payment history. Of the approximately 96,000 affected beneficiaries, only 38 had their Social Security number involved.

What Is Being Done

Affected beneficiaries received a letter notifying them of the issue. Letters include enrollment instructions for 24 months of free Kroll credit monitoring (Credit Monitoring, Fraud Consultation, and Identity Theft Restoration). BRG worked with law enforcement and cybersecurity professionals to investigate and respond to this incident. TRICARE pharmacy benefits and services are fully operational and unaffected by this incident.

What Affected Beneficiaries Should Do

Affected beneficiaries received a letter from EFS directing them to enroll in free Kroll credit monitoring services. Beneficiaries who received a letter should:

- Enroll in Kroll identity monitoring at [Enroll.krollmonitoring.com/redeem](https://enroll.krollmonitoring.com/redeem) using their provided Activation Code and Verification ID.
- Monitor credit reports and financial accounts for suspicious activity.
- Contact EFS with questions: visit militaryrx.express-scripts.com or call 877-363-1303.

No action is required by beneficiaries who do not receive a letter. Beneficiaries who do not receive a letter were not affected and do not need to take any action.

Additional Resources

- Kroll credit monitoring enrollment: [Enroll.krollmonitoring.com/redeem](https://enroll.krollmonitoring.com/redeem)
- Express Scripts: militaryrx.express-scripts.com | 877-363-1303
- Free credit reports: www.annualcreditreport.com | 1-877-322-8228
- FTC identity theft resources: www.ftc.gov | 1-877-438-4338

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