



TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

December 6, 2012

Promotion Code
DHSZVQCRL

RE: Privacy Incident - SSN

Dear IHSS Provider:

This is to inform you that the Department of Health Care Services (DHCS) received notification on November 14, 2012, about an incident involving your name and Social Security number (SSN) as a provider of In-Home Supportive Services (IHSS). IHSS is a benefit received through the state Medi-Cal Program and all eligible providers of IHSS are considered a Medi-Cal provider. DHCS is a state department that oversees the Medi-Cal Program.

On November 5, 2012, DHCS posted lists of Medi-Cal providers in 25 counties on a public website for business purposes. The information on the lists was public information, such as provider names, addresses and provider types. The list also included National Provider Identifier (NPI) numbers, which are numbers given to Medi-Cal providers and are public information. Not all IHSS providers are given NPIs but are instead generally identified by their name and SSN for IHSS program purposes. On November 14, 2012, DHCS discovered that an SSN for an IHSS provider was on one list. The SSN was located in the column listing Provider Billing Numbers and was not in the standard SSN format (xxx-xx-xxx), so it was not easily identifiable as an SSN. All of the lists that were posted by DHCS were immediately removed from the website. On November 20, 2012, DHCS was notified by a provider that when the provider performed a Google search on the Internet using the provider's name and certain search criteria, the provider's SSN was found. DHCS' InformationTechnology staff immediately took steps to ensure that any data from the lists was removed from Google and verified the data was not present in other Internet search engines.

Because the SSNs included on the lists were not in the standard SSN format as noted above, the likelihood that the SSNs would have been identified and used by an unauthorized party is not high. We are sending you this notification because it is possible that the SSNs could be identified and could have been accessed on the Internet.

What information is at risk?

Your Social Security Number.

Has my information been misused?

There is no indication that your name and SSN have been used by an unauthorized party. We are providing you this notice because it is possible that someone could use your information to commit identity theft. We want to let you know what you can do to protect yourself from the risk of identity theft.

What should I do now?

We recommend that you immediately place a free fraud alert on your credit files. To do this, make a toll-free call to any one of the three credit bureaus listed below. (Experian, Trans Union or Equifax). You will get instructions on how to get a free copy of your credit reports and how to have a free fraud alert placed on your credit files. A fraud alert can help prevent an identity thief from using the information to open new accounts. All three credit bureaus allow you to file a fraud alert online.

Credit Bureau Fraud Departments

	Experian	Trans Union	Equifax
Phone	1-888-397-3742	1-800-680-7289	1-800-525-6285
TDD		1-877-553-7803	1-800-255-0056 & ask for Auto Disclosure Line, 800-685-1111
Address	P.O. Box 9554 Allen, TX 75013	P.O. Box 6790 Fullerton, CA 92834	P.O.Box 740241 Atlanta, GA 30374-0241
Website	www.experian.com Online fraud alert: http://www.experian.com/consumer/fraud_faqs.html	www.transunion.com	www.equifax.com
Online fraud alert	www.experian.com/fraud/center.html	www.transunion.com/personal-credit/credit-disputes/fraud-alerts.page	www.alerts.equifax.com/autofraud-online/jsp/fraudalert.jsp

The credit bureaus will ask for your SSN and other information in order to identify you and avoid sending your credit report to the wrong person. After you contact one of the credit bureaus you will soon receive a letter from each bureau confirming placement of the fraud alert and telling you how to order a free copy of your credit report. When you get the report, look for personal information, such as home address and SSN that are

not accurate. If you see anything that is incorrect or that you do not understand, call the credit-reporting agency at the telephone number on the report.

DHCS is offering a free credit monitoring program for one year

DHCS has arranged for a free credit monitoring program for you. This program lasts for one year and gives you more protection than a fraud alert, as a fraud alert only lasts for 90 days and has to be renewed. If you want to sign up for this free credit monitoring program, you must use the promotion code provided at the top of this letter. An information sheet describing the program and how to enroll is enclosed.

What happens if I become a victim of identity theft?

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What is DHCS doing now to protect my personal information?

The DHCS has already taken immediate action to prevent errors such as this from occurring. DHCS is ensuring that strict procedures for protecting confidential provider information are followed and our IT staff have implemented additional quality control measures.

For more information on identity theft, you may visit the web site of the California Office of Privacy Protection at www.privacy.ca.gov.

We regret this incident occurred and are sorry for the inconvenience this has caused. DHCS takes this matter very seriously and has already taken steps to ensure that this does not occur in the future. If there is anything we can do to assist you in this matter, please call this **toll-free telephone number 1-855-297-5064**.

Please do not call your case worker. He or she does not have this information, so he/she cannot help you.

Sincerely,



Karen Johnson
Chief Deputy Director
Department of Health Care Services
Policy and Program Support

To request this letter in your own language, please contact us at:

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Armenian հայերեն	1-855-297-5064	Russian Русский	1-855-297-5064
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Experian
3-in-1 Credit Monitoring Product – One Year Subscription
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Enrollment Period Dec. 6, 2012 – March 31, 2013

1	<p>What will you get with 3-in-1 credit monitoring?</p> <p>You will get: An Experian Credit Report™ with information from all three national credit reporting agencies.</p> <ul style="list-style-type: none">• Experian will look at your credit reports every day and will tell you if there are changes to them.• You will get up to \$1 million in free identity theft insurance.• If someone steals your identity, Experian will help you.• After you sign up, you will get free customer service that is open 12 hours a day, seven days a week.
2	<p>How can you sign up to get information <i>by phone</i>?</p> <p>Call 1-877-371-7902 to speak with an Experian Call Center agent.</p> <ol style="list-style-type: none">1. <u>Promotion Code</u>: Use the promotion code that is on top of your letter.2. <u>Customer Information</u>: Use your home telephone number, home address, name, date of birth and Social Security Number (SSN).3. <u>Permissible Purpose</u>: This means that Experian will ask for permission to see your credit information and to monitor (watch) it.4. <u>Order Confirmation</u>: Experian will give you a confirmation number.5. If you want this service, you must enroll by March 31, 2013.
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Karen Johnson
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Online fraud alert	www.experian.com/fraud/center.html	www.transunion.com/personal-credit/credit-disputes/fraud-alerts.page	www.alerts.equifax.com/autofraud-online/jsp/fraudalert.jsp

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Please do not call your case worker. He or she does not have this information, so he/she cannot help you.

Sincerely,



Karen Johnson
Chief Deputy Director
Department of Health Care Services
Policy and Program Support

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TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

December 6, 2012

Promotion Code
DHSAEVGQW

RE: Privacy Incident - SSN

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What information is at risk?

Your Social Security Number.

Has my information been misused?

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What should I do now?

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TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

December 6, 2012

Promotion Code
DHS3SNQZJ

RE: Privacy Incident - SSN

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Your Social Security Number.

Has my information been misused?

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What should I do now?

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Chief Deputy Director
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TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

December 6, 2012

Promotion Code
DHSCSBXJ5

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TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

December 6, 2012

Promotion Code
DHSJFD55A

RE: Privacy Incident - SSN

Dear IHSS Provider:

This is to inform you that the Department of Health Care Services (DHCS) received notification on November 14, 2012, about an incident involving your name and Social Security number (SSN) as a provider of In-Home Supportive Services (IHSS). IHSS is a benefit received through the state Medi-Cal Program and all eligible providers of IHSS are considered a Medi-Cal provider. DHCS is a state department that oversees the Medi-Cal Program.

On November 5, 2012, DHCS posted lists of Medi-Cal providers in 25 counties on a public website for business purposes. The information on the lists was public information, such as provider names, addresses and provider types. The list also included National Provider Identifier (NPI) numbers, which are numbers given to Medi-Cal providers and are public information. Not all IHSS providers are given NPIs but are instead generally identified by their name and SSN for IHSS program purposes. On November 14, 2012, DHCS discovered that an SSN for an IHSS provider was on one list. The SSN was located in the column listing Provider Billing Numbers and was not in the standard SSN format (xxx-xx-xxx), so it was not easily identifiable as an SSN. All of the lists that were posted by DHCS were immediately removed from the website. On November 20, 2012, DHCS was notified by a provider that when the provider performed a Google search on the Internet using the provider's name and certain search criteria, the provider's SSN was found. DHCS' InformationTechnology staff immediately took steps to ensure that any data from the lists was removed from Google and verified the data was not present in other Internet search engines.

Because the SSNs included on the lists were not in the standard SSN format as noted above, the likelihood that the SSNs would have been identified and used by an unauthorized party is not high. We are sending you this notification because it is possible that the SSNs could be identified and could have been accessed on the Internet.

What information is at risk?

Your Social Security Number.

Has my information been misused?

There is no indication that your name and SSN have been used by an unauthorized party. We are providing you this notice because it is possible that someone could use your information to commit identity theft. We want to let you know what you can do to protect yourself from the risk of identity theft.

What should I do now?

We recommend that you immediately place a free fraud alert on your credit files. To do this, make a toll-free call to any one of the three credit bureaus listed below. (Experian, Trans Union or Equifax). You will get instructions on how to get a free copy of your credit reports and how to have a free fraud alert placed on your credit files. A fraud alert can help prevent an identity thief from using the information to open new accounts. All three credit bureaus allow you to file a fraud alert online.

Credit Bureau Fraud Departments

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Phone	1-888-397-3742	1-800-680-7289	1-800-525-6285
TDD		1-877-553-7803	1-800-255-0056 & ask for Auto Disclosure Line, 800-685-1111
Address	P.O. Box 9554 Allen, TX 75013	P.O. Box 6790 Fullerton, CA 92834	P.O.Box 740241 Atlanta, GA 30374-0241
Website	www.experian.com Online fraud alert: http://www.experian.com/consumer/fraud_faqs.html	www.transunion.com	www.equifax.com
Online fraud alert	www.experian.com/fraud/center.html	www.transunion.com/personal-credit/credit-disputes/fraud-alerts.page	www.alerts.equifax.com/autofraud-online/jsp/fraudalert.jsp

The credit bureaus will ask for your SSN and other information in order to identify you and avoid sending your credit report to the wrong person. After you contact one of the credit bureaus you will soon receive a letter from each bureau confirming placement of the fraud alert and telling you how to order a free copy of your credit report. When you get the report, look for personal information, such as home address and SSN that are

not accurate. If you see anything that is incorrect or that you do not understand, call the credit-reporting agency at the telephone number on the report.

DHCS is offering a free credit monitoring program for one year

DHCS has arranged for a free credit monitoring program for you. This program lasts for one year and gives you more protection than a fraud alert, as a fraud alert only lasts for 90 days and has to be renewed. If you want to sign up for this free credit monitoring program, you must use the promotion code provided at the top of this letter. An information sheet describing the program and how to enroll is enclosed.

What happens if I become a victim of identity theft?

If you do find suspicious activity on your credit reports, you will need to contact the creditors involved. You should also report the crime to your local police or sheriff's office and file a police report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up the inaccuracies.

What is DHCS doing now to protect my personal information?

The DHCS has already taken immediate action to prevent errors such as this from occurring. DHCS is ensuring that strict procedures for protecting confidential provider information are followed and our IT staff have implemented additional quality control measures.

For more information on identity theft, you may visit the web site of the California Office of Privacy Protection at www.privacy.ca.gov.

We regret this incident occurred and are sorry for the inconvenience this has caused. DHCS takes this matter very seriously and has already taken steps to ensure that this does not occur in the future. If there is anything we can do to assist you in this matter, please call this **toll-free telephone number 1-855-297-5064**.

Please do not call your case worker. He or she does not have this information, so he/she cannot help you.

Sincerely,



Karen Johnson
Chief Deputy Director
Department of Health Care Services
Policy and Program Support

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Armenian հայերեն	1-855-297-5064	Russian Русский	1-855-297-5064
Cambodian ភាសាខ្មែរ	1-855-297-5064	Spanish Español	1-855-297-5064
Cantonese 粵語	1-855-297-5064	Tagalog	1-855-297-5064
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TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

December 6, 2012

Promotion Code
DHSHF4R2T

RE: Privacy Incident - SSN

Dear IHSS Provider:

This is to inform you that the Department of Health Care Services (DHCS) received notification on November 14, 2012, about an incident involving your name and Social Security number (SSN) as a provider of In-Home Supportive Services (IHSS). IHSS is a benefit received through the state Medi-Cal Program and all eligible providers of IHSS are considered a Medi-Cal provider. DHCS is a state department that oversees the Medi-Cal Program.

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What information is at risk?

Your Social Security Number.

Has my information been misused?

There is no indication that your name and SSN have been used by an unauthorized party. We are providing you this notice because it is possible that someone could use your information to commit identity theft. We want to let you know what you can do to protect yourself from the risk of identity theft.

What should I do now?

We recommend that you immediately place a free fraud alert on your credit files. To do this, make a toll-free call to any one of the three credit bureaus listed below. (Experian, Trans Union or Equifax). You will get instructions on how to get a free copy of your credit reports and how to have a free fraud alert placed on your credit files. A fraud alert can help prevent an identity thief from using the information to open new accounts. All three credit bureaus allow you to file a fraud alert online.

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Address	P.O. Box 9554 Allen, TX 75013	P.O. Box 6790 Fullerton, CA 92834	P.O.Box 740241 Atlanta, GA 30374-0241
Website	www.experian.com Online fraud alert: http://www.experian.com/consumer/fraud_faqs.html	www.transunion.com	www.equifax.com
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DHCS is offering a free credit monitoring program for one year

DHCS has arranged for a free credit monitoring program for you. This program lasts for one year and gives you more protection than a fraud alert, as a fraud alert only lasts for 90 days and has to be renewed. If you want to sign up for this free credit monitoring program, you must use the promotion code provided at the top of this letter. An information sheet describing the program and how to enroll is enclosed.

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What is DHCS doing now to protect my personal information?

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For more information on identity theft, you may visit the web site of the California Office of Privacy Protection at www.privacy.ca.gov.

We regret this incident occurred and are sorry for the inconvenience this has caused. DHCS takes this matter very seriously and has already taken steps to ensure that this does not occur in the future. If there is anything we can do to assist you in this matter, please call this **toll-free telephone number 1-855-297-5064**.

Please do not call your case worker. He or she does not have this information, so he/she cannot help you.

Sincerely,



Karen Johnson
Chief Deputy Director
Department of Health Care Services
Policy and Program Support

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TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

December 6, 2012

Promotion Code
DHS57FG4G

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Website	www.experian.com Online fraud alert: http://www.experian.com/consumer/fraud_faqs.html	www.transunion.com	www.equifax.com
Online fraud alert	www.experian.com/fraud/center.html	www.transunion.com/personal-credit/credit-disputes/fraud-alerts.page	www.alerts.equifax.com/autofraud-online/jsp/fraudalert.jsp

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Karen Johnson
Chief Deputy Director
Department of Health Care Services
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TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

December 6, 2012

Promotion Code
DHSR6GAQB

RE: Privacy Incident - SSN

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What should I do now?

We recommend that you immediately place a free fraud alert on your credit files. To do this, make a toll-free call to any one of the three credit bureaus listed below. (Experian, Trans Union or Equifax). You will get instructions on how to get a free copy of your credit reports and how to have a free fraud alert placed on your credit files. A fraud alert can help prevent an identity thief from using the information to open new accounts. All three credit bureaus allow you to file a fraud alert online.

Credit Bureau Fraud Departments

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TDD		1-877-553-7803	1-800-255-0056 & ask for Auto Disclosure Line, 800-685-1111
Address	P.O. Box 9554 Allen, TX 75013	P.O. Box 6790 Fullerton, CA 92834	P.O.Box 740241 Atlanta, GA 30374-0241
Website	www.experian.com Online fraud alert: http://www.experian.com/consumer/fraud_faqs.html	www.transunion.com	www.equifax.com
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The credit bureaus will ask for your SSN and other information in order to identify you and avoid sending your credit report to the wrong person. After you contact one of the credit bureaus you will soon receive a letter from each bureau confirming placement of the fraud alert and telling you how to order a free copy of your credit report. When you get the report, look for personal information, such as home address and SSN that are

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DHCS is offering a free credit monitoring program for one year

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Please do not call your case worker. He or she does not have this information, so he/she cannot help you.

Sincerely,



Karen Johnson
Chief Deputy Director
Department of Health Care Services
Policy and Program Support

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Enrollment Period Dec. 6, 2012 – March 31, 2013

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4	<p>Need help? Call the Department of Health Care Services' toll-free telephone number: 1-855-297-5064. The call is free.</p>



TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

December 6, 2012

Promotion Code
DHSECPKDS

RE: Privacy Incident - SSN

Dear IHSS Provider:

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What information is at risk?

Your Social Security Number.

Has my information been misused?

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Karen Johnson
Chief Deputy Director
Department of Health Care Services
Policy and Program Support

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TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

December 6, 2012

Promotion Code
DHSN5NFEN

RE: Privacy Incident - SSN

Dear IHSS Provider:

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What information is at risk?

Your Social Security Number.

Has my information been misused?

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Karen Johnson
Chief Deputy Director
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TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

December 6, 2012

Promotion Code
DHSVA4QP8

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Farsi فارسی	1-855-297-5064	Vietnamese Tiếng Việt	1-855-297-5064
Hmong Hmoob	1-855-297-5064	Other Languages	1-855-297-5064

Experian
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Enrollment Period Dec. 6, 2012 – March 31, 2013

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2	<p>How can you sign up to get information <i>by phone</i>?</p> <p>Call 1-877-371-7902 to speak with an Experian Call Center agent.</p> <ol style="list-style-type: none">1. <u>Promotion Code</u>: Use the promotion code that is on top of your letter.2. <u>Customer Information</u>: Use your home telephone number, home address, name, date of birth and Social Security Number (SSN).3. <u>Permissible Purpose</u>: This means that Experian will ask for permission to see your credit information and to monitor (watch) it.4. <u>Order Confirmation</u>: Experian will give you a confirmation number.5. If you want this service, you must enroll by March 31, 2013.
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TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

December 6, 2012

Promotion Code
DHS7VBFTG

RE: Privacy Incident - SSN

Dear IHSS Provider:

This is to inform you that the Department of Health Care Services (DHCS) received notification on November 14, 2012, about an incident involving your name and Social Security number (SSN) as a provider of In-Home Supportive Services (IHSS). IHSS is a benefit received through the state Medi-Cal Program and all eligible providers of IHSS are considered a Medi-Cal provider. DHCS is a state department that oversees the Medi-Cal Program.

On November 5, 2012, DHCS posted lists of Medi-Cal providers in 25 counties on a public website for business purposes. The information on the lists was public information, such as provider names, addresses and provider types. The list also included National Provider Identifier (NPI) numbers, which are numbers given to Medi-Cal providers and are public information. Not all IHSS providers are given NPIs but are instead generally identified by their name and SSN for IHSS program purposes. On November 14, 2012, DHCS discovered that an SSN for an IHSS provider was on one list. The SSN was located in the column listing Provider Billing Numbers and was not in the standard SSN format (xxx-xx-xxx), so it was not easily identifiable as an SSN. All of the lists that were posted by DHCS were immediately removed from the website. On November 20, 2012, DHCS was notified by a provider that when the provider performed a Google search on the Internet using the provider's name and certain search criteria, the provider's SSN was found. DHCS' InformationTechnology staff immediately took steps to ensure that any data from the lists was removed from Google and verified the data was not present in other Internet search engines.

Because the SSNs included on the lists were not in the standard SSN format as noted above, the likelihood that the SSNs would have been identified and used by an unauthorized party is not high. We are sending you this notification because it is possible that the SSNs could be identified and could have been accessed on the Internet.

What information is at risk?

Your Social Security Number.

Has my information been misused?

There is no indication that your name and SSN have been used by an unauthorized party. We are providing you this notice because it is possible that someone could use your information to commit identity theft. We want to let you know what you can do to protect yourself from the risk of identity theft.

What should I do now?

We recommend that you immediately place a free fraud alert on your credit files. To do this, make a toll-free call to any one of the three credit bureaus listed below. (Experian, Trans Union or Equifax). You will get instructions on how to get a free copy of your credit reports and how to have a free fraud alert placed on your credit files. A fraud alert can help prevent an identity thief from using the information to open new accounts. All three credit bureaus allow you to file a fraud alert online.

Credit Bureau Fraud Departments

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TDD		1-877-553-7803	1-800-255-0056 & ask for Auto Disclosure Line, 800-685-1111
Address	P.O. Box 9554 Allen, TX 75013	P.O. Box 6790 Fullerton, CA 92834	P.O.Box 740241 Atlanta, GA 30374-0241
Website	www.experian.com Online fraud alert: http://www.experian.com/consumer/fraud_faqs.html	www.transunion.com	www.equifax.com
Online fraud alert	www.experian.com/fraud/center.html	www.transunion.com/personal-credit/credit-disputes/fraud-alerts.page	www.alerts.equifax.com/autofraud-online/jsp/fraudalert.jsp

The credit bureaus will ask for your SSN and other information in order to identify you and avoid sending your credit report to the wrong person. After you contact one of the credit bureaus you will soon receive a letter from each bureau confirming placement of the fraud alert and telling you how to order a free copy of your credit report. When you get the report, look for personal information, such as home address and SSN that are

not accurate. If you see anything that is incorrect or that you do not understand, call the credit-reporting agency at the telephone number on the report.

DHCS is offering a free credit monitoring program for one year

DHCS has arranged for a free credit monitoring program for you. This program lasts for one year and gives you more protection than a fraud alert, as a fraud alert only lasts for 90 days and has to be renewed. If you want to sign up for this free credit monitoring program, you must use the promotion code provided at the top of this letter. An information sheet describing the program and how to enroll is enclosed.

What happens if I become a victim of identity theft?

If you do find suspicious activity on your credit reports, you will need to contact the creditors involved. You should also report the crime to your local police or sheriff's office and file a police report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up the inaccuracies.

What is DHCS doing now to protect my personal information?

The DHCS has already taken immediate action to prevent errors such as this from occurring. DHCS is ensuring that strict procedures for protecting confidential provider information are followed and our IT staff have implemented additional quality control measures.

For more information on identity theft, you may visit the web site of the California Office of Privacy Protection at www.privacy.ca.gov.

We regret this incident occurred and are sorry for the inconvenience this has caused. DHCS takes this matter very seriously and has already taken steps to ensure that this does not occur in the future. If there is anything we can do to assist you in this matter, please call this **toll-free telephone number 1-855-297-5064**.

Please do not call your case worker. He or she does not have this information, so he/she cannot help you.

Sincerely,



Karen Johnson
Chief Deputy Director
Department of Health Care Services
Policy and Program Support

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Armenian հայերեն	1-855-297-5064	Russian Русский	1-855-297-5064
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TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

December 6, 2012

Promotion Code
DHSWRZ78P

RE: Privacy Incident - SSN

Dear IHSS Provider:

This is to inform you that the Department of Health Care Services (DHCS) received notification on November 14, 2012, about an incident involving your name and Social Security number (SSN) as a provider of In-Home Supportive Services (IHSS). IHSS is a benefit received through the state Medi-Cal Program and all eligible providers of IHSS are considered a Medi-Cal provider. DHCS is a state department that oversees the Medi-Cal Program.

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What information is at risk?

Your Social Security Number.

Has my information been misused?

There is no indication that your name and SSN have been used by an unauthorized party. We are providing you this notice because it is possible that someone could use your information to commit identity theft. We want to let you know what you can do to protect yourself from the risk of identity theft.

What should I do now?

We recommend that you immediately place a free fraud alert on your credit files. To do this, make a toll-free call to any one of the three credit bureaus listed below. (Experian, Trans Union or Equifax). You will get instructions on how to get a free copy of your credit reports and how to have a free fraud alert placed on your credit files. A fraud alert can help prevent an identity thief from using the information to open new accounts. All three credit bureaus allow you to file a fraud alert online.

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TDD		1-877-553-7803	1-800-255-0056 & ask for Auto Disclosure Line, 800-685-1111
Address	P.O. Box 9554 Allen, TX 75013	P.O. Box 6790 Fullerton, CA 92834	P.O.Box 740241 Atlanta, GA 30374-0241
Website	www.experian.com Online fraud alert: http://www.experian.com/consumer/fraud_faqs.html	www.transunion.com	www.equifax.com
Online fraud alert	www.experian.com/fraud/center.html	www.transunion.com/personal-credit/credit-disputes/fraud-alerts.page	www.alerts.equifax.com/autofraud-online/jsp/fraudalert.jsp

The credit bureaus will ask for your SSN and other information in order to identify you and avoid sending your credit report to the wrong person. After you contact one of the credit bureaus you will soon receive a letter from each bureau confirming placement of the fraud alert and telling you how to order a free copy of your credit report. When you get the report, look for personal information, such as home address and SSN that are

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DHCS is offering a free credit monitoring program for one year

DHCS has arranged for a free credit monitoring program for you. This program lasts for one year and gives you more protection than a fraud alert, as a fraud alert only lasts for 90 days and has to be renewed. If you want to sign up for this free credit monitoring program, you must use the promotion code provided at the top of this letter. An information sheet describing the program and how to enroll is enclosed.

What happens if I become a victim of identity theft?

If you do find suspicious activity on your credit reports, you will need to contact the creditors involved. You should also report the crime to your local police or sheriff's office and file a police report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up the inaccuracies.

What is DHCS doing now to protect my personal information?

The DHCS has already taken immediate action to prevent errors such as this from occurring. DHCS is ensuring that strict procedures for protecting confidential provider information are followed and our IT staff have implemented additional quality control measures.

For more information on identity theft, you may visit the web site of the California Office of Privacy Protection at www.privacy.ca.gov.

We regret this incident occurred and are sorry for the inconvenience this has caused. DHCS takes this matter very seriously and has already taken steps to ensure that this does not occur in the future. If there is anything we can do to assist you in this matter, please call this **toll-free telephone number 1-855-297-5064**.

Please do not call your case worker. He or she does not have this information, so he/she cannot help you.

Sincerely,



Karen Johnson
Chief Deputy Director
Department of Health Care Services
Policy and Program Support

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TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

December 6, 2012

Promotion Code
DHSE7TQHY

RE: Privacy Incident - SSN

Dear IHSS Provider:

This is to inform you that the Department of Health Care Services (DHCS) received notification on November 14, 2012, about an incident involving your name and Social Security number (SSN) as a provider of In-Home Supportive Services (IHSS). IHSS is a benefit received through the state Medi-Cal Program and all eligible providers of IHSS are considered a Medi-Cal provider. DHCS is a state department that oversees the Medi-Cal Program.

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Your Social Security Number.

Has my information been misused?

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Website	www.experian.com Online fraud alert: http://www.experian.com/consumer/fraud_faqs.html	www.transunion.com	www.equifax.com
Online fraud alert	www.experian.com/fraud/center.html	www.transunion.com/personal-credit/credit-disputes/fraud-alerts.page	www.alerts.equifax.com/autofraud-online/jsp/fraudalert.jsp

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Karen Johnson
Chief Deputy Director
Department of Health Care Services
Policy and Program Support

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TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

December 6, 2012

Promotion Code
DHSRTBV6J

RE: Privacy Incident - SSN

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Because the SSNs included on the lists were not in the standard SSN format as noted above, the likelihood that the SSNs would have been identified and used by an unauthorized party is not high. We are sending you this notification because it is possible that the SSNs could be identified and could have been accessed on the Internet.

What information is at risk?

Your Social Security Number.

Has my information been misused?

There is no indication that your name and SSN have been used by an unauthorized party. We are providing you this notice because it is possible that someone could use your information to commit identity theft. We want to let you know what you can do to protect yourself from the risk of identity theft.

What should I do now?

We recommend that you immediately place a free fraud alert on your credit files. To do this, make a toll-free call to any one of the three credit bureaus listed below. (Experian, Trans Union or Equifax). You will get instructions on how to get a free copy of your credit reports and how to have a free fraud alert placed on your credit files. A fraud alert can help prevent an identity thief from using the information to open new accounts. All three credit bureaus allow you to file a fraud alert online.

Credit Bureau Fraud Departments

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TDD		1-877-553-7803	1-800-255-0056 & ask for Auto Disclosure Line, 800-685-1111
Address	P.O. Box 9554 Allen, TX 75013	P.O. Box 6790 Fullerton, CA 92834	P.O.Box 740241 Atlanta, GA 30374-0241
Website	www.experian.com Online fraud alert: http://www.experian.com/consumer/fraud_faqs.html	www.transunion.com	www.equifax.com
Online fraud alert	www.experian.com/fraud/center.html	www.transunion.com/personal-credit/credit-disputes/fraud-alerts.page	www.alerts.equifax.com/autofraud-online/jsp/fraudalert.jsp

The credit bureaus will ask for your SSN and other information in order to identify you and avoid sending your credit report to the wrong person. After you contact one of the credit bureaus you will soon receive a letter from each bureau confirming placement of the fraud alert and telling you how to order a free copy of your credit report. When you get the report, look for personal information, such as home address and SSN that are

not accurate. If you see anything that is incorrect or that you do not understand, call the credit-reporting agency at the telephone number on the report.

DHCS is offering a free credit monitoring program for one year

DHCS has arranged for a free credit monitoring program for you. This program lasts for one year and gives you more protection than a fraud alert, as a fraud alert only lasts for 90 days and has to be renewed. If you want to sign up for this free credit monitoring program, you must use the promotion code provided at the top of this letter. An information sheet describing the program and how to enroll is enclosed.

What happens if I become a victim of identity theft?

If you do find suspicious activity on your credit reports, you will need to contact the creditors involved. You should also report the crime to your local police or sheriff's office and file a police report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up the inaccuracies.

What is DHCS doing now to protect my personal information?

The DHCS has already taken immediate action to prevent errors such as this from occurring. DHCS is ensuring that strict procedures for protecting confidential provider information are followed and our IT staff have implemented additional quality control measures.

For more information on identity theft, you may visit the web site of the California Office of Privacy Protection at www.privacy.ca.gov.

We regret this incident occurred and are sorry for the inconvenience this has caused. DHCS takes this matter very seriously and has already taken steps to ensure that this does not occur in the future. If there is anything we can do to assist you in this matter, please call this **toll-free telephone number 1-855-297-5064**.

Please do not call your case worker. He or she does not have this information, so he/she cannot help you.

Sincerely,



Karen Johnson
Chief Deputy Director
Department of Health Care Services
Policy and Program Support

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Arabic العربية	1-855-297-5064	Mandarin 國語	1-855-297-5064
Armenian հայերեն	1-855-297-5064	Russian Русский	1-855-297-5064
Cambodian ភាសាខ្មែរ	1-855-297-5064	Spanish Español	1-855-297-5064
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4	<p>Need help? Call the Department of Health Care Services' toll-free telephone number: 1-855-297-5064. The call is free.</p>



TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

December 6, 2012

Promotion Code
DHS3Y37F

RE: Privacy Incident - SSN

Dear IHSS Provider:

This is to inform you that the Department of Health Care Services (DHCS) received notification on November 14, 2012, about an incident involving your name and Social Security number (SSN) as a provider of In-Home Supportive Services (IHSS). IHSS is a benefit received through the state Medi-Cal Program and all eligible providers of IHSS are considered a Medi-Cal provider. DHCS is a state department that oversees the Medi-Cal Program.

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What information is at risk?

Your Social Security Number.

Has my information been misused?

There is no indication that your name and SSN have been used by an unauthorized party. We are providing you this notice because it is possible that someone could use your information to commit identity theft. We want to let you know what you can do to protect yourself from the risk of identity theft.

What should I do now?

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Sincerely,



Karen Johnson
Chief Deputy Director
Department of Health Care Services
Policy and Program Support

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TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

December 6, 2012

Promotion Code
DHSNJ8QD6

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Online fraud alert	www.experian.com/fraud/center.html	www.transunion.com/personal-credit/credit-disputes/fraud-alerts.page	www.alerts.equifax.com/autofraud-online/jsp/fraudalert.jsp

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Karen Johnson
Chief Deputy Director
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