



<Member Name>
c/o <Guardian Name>
<Address>
<City, CA ZIP>

<Date>

Dear < Guardian >:

At CalOptima, our mission is to provide members with access to quality health care services delivered in a cost-effective and compassionate manner. Protecting our members' privacy is a key part of that mission. We are writing to you because of a recent security issue that occurred at CalOptima.

What happened?

On or about August 17, 2016, a departing CalOptima employee downloaded data, which included protected health information, to an unencrypted USB flash drive. Shortly after, the departing employee returned the USB flash drive to CalOptima. While we are still investigating the contents of the flash drive, we do not believe the information was shared.

What information was involved?

The information on the flash drive may have included your child's name and other demographic information, your child's social security number, and other health plan-related information.

What are we doing?

While we are still investigating this matter, CalOptima felt it was important to notify you promptly of this incident. We regret that this occurred and want to assure you that we are changing our procedures and practices to minimize the risk of it happening again. As a precaution, we are offering identity monitoring services to your child at no cost for 12 months. Please see below for information on how to access these services.

What can you do?

CalOptima is providing assistance to the parents of impacted children at no charge. These services will provide you with special assistance to deal with the unlikely exposure of this information. Due to the fact that credit monitoring tools are not available for minor children since a child should not have a credit file before age 18, credit monitoring services are not a practical solution. For this reason CalOptima is providing special services geared towards the children impacted to assist in determining if a fraudulent credit file exists in your child's name. These services will be provided by IDT911, a company that specializes in identity theft education, credit monitoring services and fraud resolution services for adults and children.

To take advantage of the IDT911 services, or to obtain additional information about these services, please call the IDT911 help line **1-844-228-6928** and supply the fraud specialist with your child's unique code.<code here>

We also recommend that you review the explanation of benefits statements you receive. If you see any service that you believe your child did not receive, contact CalOptima at **1-844-640-4101**. If you do not receive regular explanation of benefits statements, contact us or your provider and ask them to send these statements.

Other important information:

Please see the notice with this letter: "Breach Help—Consumer Tips From the California Attorney General."

For information about your medical privacy rights, visit the website of the California Department of Justice, Privacy Enforcement and Protection at www.privacy.ca.gov. To speak to the CalOptima Customer Service department about this matter, call **1-844-640-4101**. TDD/TTY users can call **1-800-735-2929**.

CalOptima is your health plan, and your trust is important to us. Thank you for being a CalOptima member.

Sincerely,



Annie Phillips
HIPAA Privacy Officer