



<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, and other health plan-related information. Please note that no other information such as social security number, Driver License number, or financial account numbers were included.

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.

What can you do?

We 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,

A handwritten signature in blue ink that reads "Annie Phillips".

Annie Phillips
HIPAA Privacy Officer