



<Member Name>  
<Address>  
<City, CA ZIP>

<Date>

Dear <Member>:

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 name and other demographic information, your 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 credit monitoring services to you at no cost for 12 months. Please see below for information on how to access these services.

### **What can you do?**

We recommend that you monitor your credit using the free service from IDT911. CalOptima is providing you with access to Triple Bureau Credit Monitoring services at no charge. These services provide you with alerts for twelve months from the date of enrollment when changes occur to any of one of your Experian, Equifax or TransUnion credit files. This notification is sent to you the same day that the change or update takes place with the bureau. These services will be provided by IDT911, a company that specializes in identity theft education and resolution.

To enroll in Credit Monitoring services at no charge, please log on to [https://www.myidmanager.com/promo\\_code.html](https://www.myidmanager.com/promo_code.html) and follow the instructions provided. When prompted please provide the following unique code to receive services:<**CODE HERE.**> This code is good until April 15, 2017.

For questions regarding enrollment in the IDT911 services, please call the IDT911 help line: **1-844-228-6928** and supply the fraud specialist with your unique code.

We also recommend that you review the explanation of benefits statements you receive. If you see any service that you believe you 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](http://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