



P.O. Box 989728
West Sacramento, CA 95798-9728

To Enroll, Please Call:
(888) 498-1602
Or Visit:
<https://response.idx.us/PHTECH>
Enrollment Code: <<Enrollment Code>>

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

August 15, 2023

Notice of Data Breach

Dear <<First Name>> <<Last Name>>,

We're writing to let you know about a recent event that affected some of your personal information. PH Tech provides a variety of services that support customer service, enrollment and claims processing. Your information is provided to PH TECH by <<Plan Name>>

What Happened

PH TECH uses a program called Progress MOVEit to securely send and receive files with our customers. Unfortunately, there was a weakness within Progress MOVEit's software that wasn't previously identified. An unknown actor took advantage of this weakness and downloaded certain personal information stored by PH TECH. This happened on May 30, 2023 and we found out about it being a breach on June 16, 2023.

What Information Was Involved

The personal information that was affected may have included your name, date of birth, social security number (SSN), address, member ID number, plan ID number, email address, prior authorization information, diagnosis code, procedure code, claim information.

What We Are Doing

The security of your personal information is most important, so we acted quickly. First, we worked with the company that made the software to fix the problem. Then, we hired an outside company that are experts in cybersecurity. They helped us figure out what happened and how to ensure the incident was contained and what we should do to help ensure it does not happen again. We also notified law enforcement.

We want you to know that we are unaware of misuse of the affected information beyond it being removed from our systems because of this event. However, we are still offering you free identity theft protection with a company called IDX. They can help you protect yourself and your personal information. The offer includes:

- <<12 months/24 months>> of credit and CyberScan monitoring
- An insurance reimbursement policy
- ID theft recovery services.

This service can help you if your identity is compromised.

What You Can Do

First, you should think about signing up for the free identity theft protection services from IDX that we mentioned above. Also, we have included with this letter a document that discusses other “Recommended Steps.” This document will give you clear instructions for how to sign up for identity theft protection, either by phone or online. It also explains how to review your credit report and it says how you can contact important credit bureaus and government agencies.

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

Note: to sign up for free identity theft protection with IDX you will need the enrollment code that’s at the top of this letter, so please don’t throw it away.

For More Information

IDX understands this issue and can answer any questions about the protection of your personal information.

Contact IDX and sign up for the free services by calling (888) 498-1602

You also may go to <https://response.idx.us/PHTECH>

Once again, make sure you use the Enrollment Code in the box at the top of this letter.

IDX is available Monday through Friday from 6 am - 6 pm Pacific Time. The deadline to enroll is January 30, 2024.

We take your privacy seriously and understand things like this are stressful. We apologize for any inconvenience or concern this may have caused.

Sincerely,

PH TECH

(Enclosure)



Recommended Steps to help Protect your Information

1. Enroll online: Go to <https://response.idx.us/PHTECH> and follow the instructions. Make sure you have your Enrollment Code: <<Enrollment Code>>

2. Activate credit monitoring: This monitoring is part of the membership IDX provides and it must be activated to be effective. One thing to remember, you must have established credit and access to the internet to use this service. If you have questions, IDX can help you.

3. Contact IDX directly: If you want more information about this incident, you can call IDX at (888) 498-1602. A representative will be there to answer your questions and help you protect your credit identity.

4. Review your credit reports: We recommend that you review your account statements and monitor your credit reports. Under federal law, you are allowed one free copy of your credit report every 12 months. This is from each of the three major credit companies. To get your free credit report, go to www.annualcreditreport.com or call 1-877-322-8228.

Note: If you want, make your requests one at a time so you get your free report from one of the three credit companies every four months.

After you have enrolled in IDX identity protection, look for anything suspicious. If you find something, call IDX immediately or go to their website and fill out a request for help. Once you do this, a member of our ID Care team will get in touch and help you figure out what's causing the suspicious activity.

Becoming a victim of identity theft because of this incident is unlikely. However, if it does happen, we'll be there to help you. An ID Care Specialist will work quickly to identify what happened, stop it, and reverse the damage.

You should also know that you can file a police report if you experience identity fraud. You can do this with your local law enforcement or get in touch with the Attorney General. Just be prepared to show them proof that you have been a victim. Please note, a police report is often required to dispute fraudulent items.

5. Place a fraud alert: If you want to place a fraud alert, we recommend you do this after activating your credit monitoring. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your current ones. Just connect with any one of the three major credit bureaus or you can visit Experian's or Equifax's website. The contact information for the three bureaus is:

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

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P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

You will only need to contact ONE of these bureaus. As soon as one confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, for free. An initial fraud alert will last for one year.

Note: No one is allowed to place a fraud alert on your credit report except you. Doing this is a good way to protect yourself, but it might also cause a delay when you want to get credit.

6. Place a security freeze: If you want to place a security freeze, you will need to contact one of the three credit reporting bureaus mentioned above. When you do this, someone that has illegally gotten your personal information will not be able to use it to open new accounts or borrow money using your name. But remember, you will also not be able to borrow money, get instant credit, or get a new credit card until you remove the freeze. There is no cost to freeze or unfreeze your credit files.

7. Get additional information: The Federal Trade Commission recommends that you file a complaint with them if your information has been misused. There are also other agencies you can contact to avoid identity theft:

All U.S. residents: Identity Theft Clearinghouse; Federal Trade Commission; 600 Pennsylvania Ave., NW; Washington, D.C.; 20580; www.consumer.gov/idtheft; (877) ID-THEFT (438-4338); TTY: (866) 653-4261.

Arizona residents: If you believe you have been the victim of consumer fraud, you can file a consumer complaint. If you need a complaint form sent to you, you can contact the Attorney General's Office in Phoenix at (602) 542-5763, in Tucson at (520) 628-6648, or outside the Phoenix and Tucson metro areas at (800) 352-8431.

File a Consumer Complaint | Arizona Attorney General (azag.gov). Office of the Attorney General, Consumer Information and Complaints. 2005 N Central Ave, Phoenix, AZ 85004.

California residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on identity theft protection.

Colorado residents: 720-508-6000 or Toll-Free at 1-800-222-4444 or email: stop.fraud@state.co.us

Connecticut residents: Consumer Assistance Unit at 860-808-5420. Complaint Form Landing page (ct.gov)

Washington residents: visit <https://www.atg.wa.gov/file-complaint> 800 5th Ave. Suite 2000, Seattle, WA. 98104-3188, 1.800.551.4636 (in Washington only)

Texas residents: File a Consumer Complaint | Office of the Attorney General (texasattorneygeneral.gov) By Mail: Send the form to: Office of the Attorney General, Consumer Protection Division , PO Box 12548 Austin, TX 78711-2548

Idaho residents: visit <https://www.ag.idaho.gov/office-resources/online-forms/?form=File%20a%20Complaint&complaint=Consumer%20Complaint>, State of Idaho , 700 W. Jefferson Street, Suite 210 , P.O. Box 83720 , Boise, Idaho 83720-0010

Florida residents: Mailing address Office of the Attorney General State of Florida PL-01 The Capitol Tallahassee, FL 32399-1050 Florida Toll Free: 1-866-966-7226 <https://www.myfloridalegal.com/how-to-contact-us/file-a-complaint>

D.C. residents: Office of the Attorney General for the District of Columbia; 400 6th Street NW; Washington, D.C.; 20001; <https://oag.dc.gov>; (202) 727-3400.

Kentucky residents: Office of the Attorney General of Kentucky; 700 Capitol Avenue, Suite 118 Frankfort, KY; 40601; www.ag.ky.gov; (502) 696-5300.

Maryland residents: Office of the Attorney General of Maryland; Consumer Protection Division; 200 St. Paul Place; Baltimore, MD; 21202; www.oag.state.md.us/Consumer; (888) 743-0023.

Massachusetts residents: <https://www.mass.gov/how-to/file-a-consumer-complaint>, Consumer Hotline Call Attorney General's Consumer Advocacy & Response Division, Consumer Hotline at (617) 727-8400 Monday-Friday, 8 a.m. - 4 p.m.

New Mexico residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, to know what is in your credit file, to ask for your credit score, and to dispute incomplete or inaccurate information. Also, the Fair Credit Reporting Act requires consumer reporting agencies to correct or delete inaccurate, incomplete or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580. <https://www.rld.nm.gov/about-us/public-information-hub/consumer-protection/>

New York residents: Office of the Attorney General; The Capitol; Albany, NY 12224-0341; (800) 771-7755; <https://ag.ny.gov>. For more information on identity theft, visit the New York Department of State Division of Consumer Protection: <https://dos.ny.gov/consumer-protection>

Nevada residents: Attorney General's Bureau of Consumer Protection Hotline: 702-486-3132, 100 North Carson Street Carson City, NV 89701 Telephone: 775-684-1100 www.nv.gov

North Carolina residents: Office of the Attorney General of North Carolina; 9001 Mail Service Center; Raleigh, NC; 27699-9001, www.ncdoj.gov; (919) 716-6400.

Oregon residents: Oregon Department of Justice; 1162 Court Street NE; Salem, OR; 97301-4096; www.doj.state.or.us; (877) 877-9392.

Rhode Island residents: Office of the Attorney General; 150 South Main Street; Providence, RI; 02903; www.riag.ri.gov; (401) 274-4400.

