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Department of Health Care Services



GAVIN NEWSOM
GOVERNOR

Notice of Data Breach

March 13, 2023

Dear Medi-Cal Member,

The Department of Health Care Services (DHCS) is writing to notify you about a recent security incident involving a subcontractor, Advanced Image Direct (AID), acting on behalf of DHCS and the Office of State Publishing (OSP).

What Happened?

On January 12, 2023, DHCS found that IRS Form 1095-B mailings to multiple individuals included a form with personal information belonging to someone other than the intended recipient.

What Information was Included?

The following information was potentially accessed:

- Full Name
- Address and/or Zip Code
- County Case Number
- Date of Birth
- Last Four (4) Digits of the Social Security Number (SSN)

What DHCS is Doing

DHCS deeply regrets any inconvenience or problem this may cause you. Upon discovery of this incident, OSP immediately paused printing and mailing operations. To help prevent this error from occurring again, OSP conducted a full investigation of AID. OSP also attempted to retrieve the misdirected mailings from unintended recipients. Additional future safeguards will include implementing more stringent quality control measures and retraining individuals on how to follow these procedures to prevent similar incidents.

DHCS will mail a replacement Form 1095-B for tax year 2022 for your records. You can expect to receive this by the second week of April.

What You Can Do

DHCS recommends that you remain vigilant to potential fraud and identity theft by reviewing credit reports and bank and other financial statements for any unauthorized activity.

A year of free monitoring is being offered from the Identity Defense Total (IDT) product from Pango Group (<https://www.pango.co>). The data breach product of IDT includes:

- Dark Web Monitoring
- Real Time Inquiry Alerts
- Authentication Alerts
- High-Risk Transaction Monitoring
- United States Postal Service Address Change Monitoring
- Lost Wallet Protection
- \$1,000,000 in comprehensive insurance with -0- deductible*
- Victim Assistance
- Security Freeze Assist
- Three Bureau Credit Monitoring
- Monthly Credit Score
- Score Tracker
- Tips and Insight
- Customer Support

If you wish to take advantage of this monitoring service, you must enroll by 5/31/23.

To activate this coverage, please visit the below website and enter the activation code. The activation code is required for enrollment and can only be used one time by the individual addressed.

Website: <http://app.identitydefense.com/enrollment/activate/adva>
Activation Code: XXXXXXXXXXXXXXXX (Unique per person)

In order to enroll, you must provide the following personal information:

- Mailing Address
- Phone Number
- SSN
- Date of Birth
- E-mail Address
- Activation Code

*Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

This service is complimentary, and no payment will be collected during enrollment. There is also no need to cancel, as the subscription will end one year after activation. A call center is available to assist you with online enrollment, answer questions about the service, and assist with restoration and recovery at 1-800-XXX-XXXX.

Additionally, as a matter of course, you may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order the annual free credit report, please visit www.annualcreditreport.com or call toll-free 1-877-322-8228. Contact information for the three nationwide credit reporting companies is below:

Equifax, P.O. Box 740241, Atlanta, GA 30374-0241, 1-800-685-1111, www.equifax.com

Experian, P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com

TransUnion, P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, www.transunion.com

You may also seek information about the prevention of identity theft by visiting the Federal Trade Commission's (FTC) website, www.ftc.gov. Take time to read the FTC's guide, "Take Charge: Fighting Back Against Identity Theft" at <http://www.consumer.ftc.gov/features/feature-0014-identity-theft> or call the FTC identity theft hotline at (877) IDTHEFT (877-438-4338).

Other Important Information

Because financial information and documents were involved, to protect yourself from potential identity theft, DHCS recommends that you place a fraud alert on your credit files by reviewing the recommended privacy protection steps outlined in "Breach Help – Consumer Tips from the California Attorney General" at <https://oag.ca.gov/sites/all/files/agweb/pdfs/privacy/cis-17-breach-help.pdf>.

More Information

For information about your privacy rights, please visit the California Department of Justice, Privacy Enforcement and Protection website at www.privacy.ca.gov.

If you have any questions or need additional information about this incident, please contact the Medi-Cal 1095-B Helpline at 1-844-253-0883, TTY: 1-844-357-5709, or by email at MECMandate@dhcs.ca.gov.