



Health Net of California
Privacy Office
P.O. Box 9103
Van Nuys, CA 91409

May 14, 2019

<<Name>>
<<Street Address>>
<<City, State and zip code>>

Dear Member,

Health Net of California (Health Net) is committed to protecting the privacy and security of our members' information. We are sending this letter to inform you of an incident involving some of your protected health information (PHI).

What happened

Health Net learned that a variety of letters that we processed between March 1, 2019 and March 12, 2019, were addressed and delivered to incorrect addresses. A coding error caused addresses to become misaligned. This resulted in the letter containing your information to be mailed to the incorrect address.

What information was involved

Your financial information was not involved in this incident. The information on the letters may have included your:

- Name
- Health Net Identification Number
- Health Plan Name
- Dependent Name and age
- Date of birth
- Group number
- last four digits of dependents social security number
- Primary Care Physicians name and address

What you can do

We have no evidence that your information has been used inappropriately, but we want to be cautious. We recommend that you regularly review the Explanation of Benefit statements you receive from us as claims are submitted. If you see any service that you believe you did not receive, please contact Health Net at the number on the statement. You may want to order copies of your credit reports and check for any medical bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the phone number on the report. You can order your reports from the three credit reporting agencies for free each year by calling 1-877-322-8228 or go to www.annualcreditreport.com.

What we are doing

Health Net takes this matter very seriously. When we learned of this incident we immediately started investigating the matter and identified the root cause as a coding error in the merger phase of the mailing process, which resulted in letters being sent to the wrong address. We corrected the code to avoid recurrence of this issue. We completed numerous testing scenarios successfully and put a checklist into place as part of the process. After validating correct addresses, your correspondence was re-mailed.

For more information

We are sorry for any concern this incident may have caused you or your family. If you have any questions, please contact us through the information provided below.

Health Net, LLC.
P.O. Box 9103, Van Nuys, CA 91409
Privacy@healthnet.com
1-800-522-0088

Sincerely,

Christy Bosse
Vice President and CA Compliance Officer