



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

The Health Plan of San Mateo (“HPSM”) is committed to protecting the confidentiality and security of our members’ information. We are writing to inform you of a recent email phishing incident that involved some of your information. This letter explains the incident, measures we have taken, and some steps you may consider taking in response.

What Happened? On January 17, 2023, we became aware of unauthorized access within our employee email environment. With the assistance of a cybersecurity firm, we determined that an unauthorized person gained access to one email account on January 17, 2023. The evidence suggests that this was an attempt to fraudulently change the employee’s direct deposit information — and not to access personal or plan member information. However, because we could not rule out the possibility that member information may have been viewed, we reviewed all emails and attachments in the mailbox.

What Information Was Involved? Our review identified a spreadsheet documenting calls to the nurse advice line available to HPSM members. This spreadsheet included your name, date of birth, member identification number, and some limited information regarding one or more calls made to the nurse advice line. The email account did **not** contain your social security number, claims information, or financial information.

What We Are Doing & What You Can Do. We have no evidence that your information was actually viewed by the unauthorized person or that it will be misused because of this incident. However, it is always a good practice to review your healthcare statements for accuracy. If you see services that you don’t recognize, please contact your provider for more information.

We take the privacy and confidentiality of our members’ information very seriously, and we regret any inconvenience or concern this incident may cause you. To help prevent a similar incident in the future, we have further enhanced our existing security measures and are providing additional training to our employees on how to detect and avoid phishing emails.

For More Information. If you have questions about this incident, please call 1-???-???-???, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays.

Sincerely,

Health Plan of San Mateo