

[DATE]

[Mr. Mrs. Ms. NAME]
[123 Any Street]
[Any Town, XX 12345]

[Dear Mr. Mrs. Ms. (name),] or [To the parents or guardians of (name of child)]

I am writing to inform you about a recent health information privacy matter.

What Happened?

On August 19, 2019, we learned that a Kaiser Permanente provider's email account containing your protected health information was compromised by an unknown individual for approximately thirteen hours on August 12, 2019. We do not have any evidence that your information was viewed, used or copied. However, because Kaiser Permanente takes the protection of our member data very seriously, we are obliged to notify you of this matter.

What Information was Involved?

The data contained in the email account included your name and medical record number, and may have included a combination of some of the following information:

date(s) of service, age, date of birth, gender, provider name, provider comments, payor name, diagnosis, medical history, benefit information, insurance coverage status, and treatment, procedure and/or service provided.

Your Social Security number and financial information were not included.

What We Are Doing:

Kaiser Permanente is taking steps to prevent this type of error from occurring in the future. Upon learning of this issue, we changed the password to the provider's email account and are undertaking additional measures to further strengthen Kaiser's email security controls.

What You Can Do:

For your protection, we encourage you to carefully review any Explanation of Benefits statements you receive and contact us right away at the number on the back of your KP Identification card if you spot any suspicious activity.

For More Information:

On behalf of Kaiser Permanente, we offer our sincerest apology that this unfortunate incident occurred. We assure you that safeguarding your information is one of our highest priorities. If you have any questions, concerns or wish to file a complaint with us, please call 1-800-464-4000 (TTY 711).

Sincerely,



Angela B Anderson, RN, MPA, CHC, CHPC
NCAL Regional Compliance Director, Privacy & Security Officer