



TOBY DOUGLAS  
Director

State of California—Health and Human Services Agency  
Department of Health Care Services



EDMUND G. BROWN JR.  
Governor

December 21, 2012

RE: BIC Cards

Dear Parent:

We are writing to you because of a recent information security incident at the Department of Health Care Services (DHCS). In order to move your child's enrollment to Medi-Cal from the Healthy Families program, DHCS mailed out your child's new Beneficiary Identification Card (BIC). Unfortunately, a computer programming error occurred during this mailing. Because of this error, your child's BIC card was accidentally mailed to the wrong person.

The information in the mailing was limited to your child's name, Client Index Number, date of birth, gender, and the date that the card was issued. Your child's Social Security Number was *not* included in this mailing. Even though there is very little chance of identity theft due to this incident, we wanted to let you know because your child's Medi-Cal identification card was involved. A new BIC card for your child will be sent to you before January 1, 2013.

You may also have received a BIC card for someone else's child. If you received a BIC card that does not belong to you, please place it in the self-addressed stamped envelope enclosed with this letter and mail it back to us. You can simply drop it in any mailbox or give it to your mail carrier. You will not have to pay postage.

If you want more information or have any additional questions or concerns, please contact DHCS at 855-297-5064. **Please do not call your case worker.** Case workers do not have any information about this incident. Your case worker will not be able to help you.

We want to assure you that we are reviewing our procedures to make sure that this does not happen again. We apologize for any inconvenience this incident may cause you. DHCS will continue to work hard to keep you informed about your child's Medi-Cal benefits.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Karen Johnson'.

Karen Johnson  
Chief Deputy Director

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To request this letter in your own language please contact us at:

<b>English</b> 1-800-430-4263	<b>Korean</b> 한국어 1-800-576-6883
<b>Arabic</b> 1-800-576-6881	<b>Mandarin</b> 國語 1-800-576-6885
<b>Armenian</b> ԺՅՍՊՆՅՅՅ 1-800-840-5032	<b>Russian</b> Русский 1-800-430-7007
<b>Cambodian</b> 1-800-430-5005	<b>Spanish Español</b> 1-800-430-3003
<b>Cantonese</b> 粵語 1-800-430-6006	<b>Tagalog Tagalog</b> 1-800-576-6890
<b>Farsi</b> 1-800-840-5034	<b>Vietnamese</b> Tiếng Việt 1-800-430-8008
<b>Hmong Hmoob</b> 1-800-430-2022	<b>Other Languages</b> 1-800-430-4263