

[Date]

[Name]

[Address]

[City, State Zip]

RE: Notice of Privacy Incident Involving Your Protected Health Information

We are writing to inform you of an incident that may have involved some of your protected health information (PHI). Protecting your personal and health information is one of our highest priorities, and we sincerely regret any concern or inconvenience this incident may cause.

What Happened?

On July 7, 2026, we discovered a privacy incident involving Primary Care Physician (PCP) Selection Forms and Welcome Packets. Our investigation found that some mailings sent between May 13, 2026, and July 8, 2026, contained information belonging to unrelated members. Our review determined that your information may have been involved.

What Information Was Involved

The information involved may have included one or more of the following:

- Name
- Date of birth
- Member identification number

The following information was NOT involved:

- Social Security number
- Driver's license or state identification number

What We Are Doing

Immediately after discovering this incident, we:

- Contained and investigated the incident.
- Secured the affected systems or records.
- Took steps to prevent a similar incident from occurring.

- Reviewed and strengthened our privacy and security safeguards.
- Provided additional workforce training, where appropriate.
- Reported the incident to applicable regulatory agencies, when required by law.

If our investigation finds additional information that affects you, we will let you know if needed.

What You Can Do

Although we are not aware of any misuse of your information currently, we recommend that you:

- Review any Explanation of Benefits (EOBs) or account statements you receive.
- Let us know immediately if you see suspicious activity.
- Stay alert for requests asking for personal information and do not respond to unexpected messages.

For More Information

If you have questions or would like more information, please email our Regulatory Affairs team at:
RAC_Reporting@partnershiphp.org.

You also have the right to file a complaint with our Privacy Officer or with the U.S. Department of Health and Human Services, Office for Civil Rights, if you believe your privacy rights have been violated. Filing a complaint will not affect your benefits or the services you receive.

We understand the importance of safeguarding your information and remain committed to protecting your privacy and maintaining your trust.

Sincerely,

Regulatory Affairs and Compliance Team