

[DATE]

[First Name] [Last Name]
[Address One] [Address Two]
[City], [State] [Zip]

[Dear] [Salutation] [Last Name],

We're writing to inform you of a recent event that affected the privacy of your protected health information.

What happened?

You visited kp.org between November 16 and 28, 2016, and used our online Estimates tool. Due to a system error, there is a small chance that your name, age, address, and some information on how much you've spent on health care this year may have been seen by another kp.org user.

An update to the Estimates tool was made on November 16, 2016. After the update, there was a small chance that a subsequent user of the tool may have viewed a previous user's information. We discovered the problem on November 28, and immediately rolled back the update to keep similar errors from happening again.

What information was involved?

We've confirmed that no Social Security numbers or banking or claims information was seen by others. However, the following information may have been mistakenly seen by a kp.org visitor who used the tool after you:

- First and last name
- Age (not date of birth)
- Address
- Copay information for your plan
- Deductible payments (dollars spent toward your deductible) so far in 2016
- Out-of-pocket expenses (dollars spent) so far in 2016

What we are doing:

Although we extensively test each upgrade to kp.org, there is always the rare chance that an error can go undetected until an update is live. As soon as we learned about the issue with the Estimates tool upgrade, we corrected the problem.

The Estimates tool is now working correctly, and we're reviewing our processes and procedures to help prevent errors like this in the future.

What you can do:

We believe the risk to your privacy from this incident is limited because this was an accidental disclosure, the error was promptly detected and repaired, and the information did not include your Social Security number or banking information.

However, for your protection, we urge 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.

You also have privacy rights under a federal law that protects your health information. It's important to understand them so you can file a complaint if you think your rights are being denied. Learn more about your privacy rights by reading our online Notice of Privacy Practices, available at www.kp.org/privacy. If you have any questions, concerns or wish to file a complaint with us, please contact us at [(1-XXX XXX-XXXX) (TTY 1-XXX XXX-XXXX) ADD HOURS OF OPERATION].

For more information:

If you have any other questions about this letter, please call [(1-XXX XXX-XXXX) (TTY 1-XXX XXX-XXXX) [ADD HOURS OF OPERATION].

On behalf of Kaiser Permanente, we offer our sincerest apology for this error. We assure you that protecting your personal information is one of our highest priorities.

Sincerely,