



City and County of San Francisco  
London N. Breed, Mayor

## San Francisco Department of Public Health Office of Compliance and Privacy Affairs

September 27, 2019  
Reference #: 2019-0808

### **Subject: NOTICE OF DATA BREACH**

Dear \_\_\_\_\_:

We are sending this letter to you as part of the San Francisco Department of Public Health's (SFDPH) commitment to your privacy. We learned that a security incident at one of our contracted vendors involved some of your personal information. Although we are not aware of any misuse of your information, we are providing this notice to ensure that you are aware of the incident

#### **What Happened?**

On August 8, 2019, Alluma, a third party company that processes Healthy San Francisco enrollments, informed us that due to a computer error, some letters to Healthy San Francisco participants were sent to the wrong addresses between November 2018 and August 2019. These letters were reminders to renew Healthy San Francisco participation and informed participants when their coverage expired.

#### **What Information was Involved?**

Please note that the letters included your name, address, application ID number, participant ID number, medical home and Healthy San Francisco renewal date. The information did not include your social security number or date of birth. We believe that the risk of identity theft is low.

#### **What You can Do**

If you have not already renewed your enrollment, you should have received a corrected letter with either a reminder to renew or notifying you of your disenrollment. If you want to reenroll in Healthy San Francisco, please contact an enroller at your former medical home or **Healthy San Francisco Customer Service at (415) 615-4555**, Monday through Friday, 8:30 am to 5:30 pm.

#### **What We Are Doing**

The San Francisco Department of Public Health is committed to maintain the privacy of our patients and takes its responsibility to address privacy incidents seriously. We sincerely apologize for any inconvenience or concern that this situation may cause. We are taking steps to improve ensuring that our vendors protect patient privacy.

**For More Information**

Should you have any questions about this matter, please contact the SFDPH Privacy Office at our **toll free number (855) 729-6040** and reference **“Alluma”** or **#2019-0808** in your message.

Sincerely,

Garrett Chatfield  
Interim Director, Office of Compliance & Privacy Affairs