



<Date>
<Parent or Guardian of>
<FirstName> <MiddleInitial> <LastName>
<Address1>
<Address2>
<City>, <State> <ZIP>

RE: Notice of Security Breach

Dear <Parent or Guardian of><FirstName><LastName>

OneTouchPoint (“OTP”) prints and mails newsletters for CareSource® and has files with some of your information. This letter is notice of a cybersecurity incident at OTP that may have improperly disclosed your information.

What Happened

On April 28, 2022, OTP learned of an attack on its systems. OTP found out that some files that had your info in them were locked by the attacker and could not be opened. OTP did not find that your info had been viewed or removed from its systems but cannot be sure.

What Information Was Involved

Your Social Security number and other financial information was not in the files and was not impacted. The personal info that was at risk includes:

- Name
- Address
- Member ID
- Age
- Gender
- Vital Signs
- Diagnosis
- Medications
- Allergies
- Health Screenings
- Immunizations
- Plan Name

What We Are Doing

OTP shut down its systems to prevent further problems. It rebuilt its systems to make sure all issues were fixed. OTP also made its systems safer by adding additional technical controls.

What You Can Do

We do not believe your info is in danger of misuse. Still, you should always review your mail from CareSource to make sure it looks right. Let CareSource know of any concerns. Please call us if you have any questions about this notice at **877-237-3894**, (TTY: 711) Monday – Friday, 8:00 a.m. to 8:00 p.m. Central Time.

Sincerely,
[Name and Title]