



CONFIDENTIAL

2349 Gateway Oaks Drive, Suite 100
Sacramento, California 95833
916.563.2250 | 888.563.2250 toll-free
916.568.0126 fax

December 12, 2019

<Full Name>
<Street>
<City, State Zip>

[Dear Ms./Mr. <Last Name>] or [To the parents of <Child's First Name>]:

We are writing to inform you of a security incident involving [your] or [<Child's Full Name>'s] personal information. Although we are not aware of any misuse of [your] or [your child's] information, we are providing this notice to ensure that you are aware of the incident.

What Happened?

On October 25, 2019, Western Health Advantage (WHA) was informed by our contracted vendor (Vendor) of a computer system error that resulted in WHA files being downloaded to another company's server. The recipient company is a client of Vendor and a covered entity obligated under the Health Insurance Portability and Accountability Act (HIPAA) to protect the confidentiality of information. We do not have any evidence that your information was used or further disclosed.

What Information Was Involved?

The data contained in the files included your name, and may have included a combination of some of the following information: date of birth, address, WHA member ID, service dates, diagnosis codes, procedure codes, provider name. **Your Social Security number and financial information were not included.**

What We Are Doing:

WHA and its Vendor take its obligations to protect your personal information very seriously. The Vendor has taken steps to prevent this type of error from occurring in the future. WHA is taking steps to ensure that our vendors protect member privacy by further strengthening security controls.

What You Can Do:

For your protection, we encourage you to carefully review your credit reports for accounts you did not open or for inquiries from creditors you did not initiate. If you see anything you do not understand, call the credit agency immediately. You can find information on consumer protection in the Federal Trade Commission website at <https://www.identitytheft.gov/> or the California Attorney General website at <https://oag.ca.gov/idtheft>. If you believe that another person used your personal information to get medical services, please contact your provider immediately. For information about your medical privacy rights, you may visit the website of the California Department of Justice, Privacy Enforcement and Protection Unit at www.privacy.ca.gov.

For More Information:

WHA apologizes for this incident and any concern or inconvenience it has caused you. If you have any questions or concerns, please contact WHA Member Services at 888.563.2250.

Sincerely,

Rebecca Downing
Privacy Officer



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December 12, 2019

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[FULL NAME]
[Address 1 Address 2]
[City State Zip]

RE: Disclosure of Personal Information Resulting from a system error

Dear Ms./Mr./Dr. [Last Name]:

We are writing to inform you of a security incident involving 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.

On October 25, 2019, Western Health Advantage (WHA) was informed by our contracted vendor (Vendor), of a computer system error that resulted in WHA files being downloaded to another company's server. The recipient company is a client of Vendor and a covered entity obligated under the Health Insurance Portability and Accountability Act (HIPAA) to protect the confidentiality of information.

The data contained in the files included your name, address, NPI number and Social Security Number.

WHA and its Vendor take their obligations to protect your personal information very seriously. The Vendor has taken steps to prevent this type of error from occurring in the future. WHA is taking steps to ensure that our vendors protect the privacy of individuals by further strengthening security controls.

We do not have any evidence that your information was used or further disclosed; however, you may wish to take steps to make sure that your personal information is not misused. For your protection, we encourage you to carefully review your credit reports for accounts you did not open or for inquiries from creditors you did not initiate. If you see anything you do not understand, call the credit agency immediately. You can find information on consumer protection in the Federal Trade Commission website at <https://www.identitytheft.gov/> or the California Attorney General website at <https://oag.ca.gov/idtheft>.

As a precaution, WHA is offering you one (1) year of free credit monitoring service. To take advantage of this offer, please visit <https://store.lifelock.com/enrollment-info?pd=ADVANTAGE> and enroll for membership for 12 months. Print your receipt, mail it to WHA at the address above and we will reimburse you the cost.

WHA apologizes for this incident and any concern or inconvenience it has caused you. If you have any questions or concerns, please contact WHA Provider Relations at 916.614.6096 or 844.870.2178.

Sincerely,

Rebecca Downing
Privacy Officer