

October 30, 2024

Dear,

Mass General Brigham Health Plan is committed to protecting the security and confidentiality of our providers' information. Regrettably, we are writing to inform you of a recent incident involving some of that information.

What happened

On August 23, 2024, we became aware that a Customer Service representative responded to a member via email whereby the in-network and out-of-network xxx was shared and were found to be your xxx, as it was in system as a for claims submission purposes. There are scenarios where our Customer Service staff need to authenticate a providers' network status specifically using the Tax ID; confirming network status for members attempting to establish care.

Information involved

The email correspondence included the following categories: first name, last name, address, tax identification number and social security number.

What you can do

At this time, we have no knowledge that your information has been used by someone else and there is nothing you need to do. However, as a Massachusetts resident, you also have the following rights:

- Right to obtain any police report filed regarding this incident.
- Right to file and obtain a copy of a police report if you are the victim of identity theft.
- Right to request that the credit bureaus place a security freeze on your file.

Additionally, it is always a good idea to remain vigilant to potential identity fraud by reviewing financial statements and credit reports regularly for any unauthorized or suspicious activities. Please refer to the enclosed information for other steps you can take to protect your identity.

What we're doing

Once we learned of the activity, we immediately launched an investigation. As a result of our investigation, we have enhanced our communications with members, not sharing Tax Identification Numbers or Social Security Numbers with any member and that will include monitoring efforts and internal controls. The security, privacy and confidentiality of your personal information are among our top priorities, and we want to assure you that this matter was appropriately addressed. We continue to improve the safeguards

in place to protect our providers' information, including providing refresher training for relevant staff, when applicable.

Although we have no evidence at this time that your information has been misused because of this incident, to help protect your identity, we are offering you 24 months of free credit monitoring and other service through **Experian's IdentityWorksSM**. To begin your complimentary membership, please visit <https://www.experianidworks.com/3bcredit> and enter your > personal Activation Code to sign up **prior to 12/31/2024** when this enrollment offer is scheduled to end.

For enrollment support and any other questions about this free offer, please contact Experian Customer Service direct (833) 931-7577. Monday through Friday from 8 am – 8 pm CST (excluding major U.S. holidays). Be sure to provide Engagement number with all inquiries or correspondence.

We're here to help

We take our role of keeping your personal information safe very seriously and apologize for any inconvenience and/or concern this incident may have caused. If you have any questions or need assistance with anything else, please call Provider Service at **1-855-444-4647** Monday through Friday, 8:00 a.m. to 5:00 p.m.

Sincerely,

Deborah Diaz Torres

Deborah Diaz Torres
Chief Privacy Officer

ADDITIONAL STEPS YOU CAN TAKE TO PROTECT YOUR IDENTITY

if you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's Office in your state. You should also contact your local law enforcement authorities and file a police report. Below are additional options for protecting your identity:

ACCOUNT STATEMENTS

Carefully review bank, credit card, and other financial statements every month to ensure that your account activity is valid. Report any questionable charges promptly and in writing to the card or account issuer.

CREDIT REPORTS

Check your credit report to ensure that all your information is correct. You can obtain a free credit report once a year. If you notice any inaccuracies, report the dispute right away to the relevant credit bureau. You can file a dispute on the credit bureau's website or by contacting them at the number listed on your credit report. You can also report any suspicious activity to your local law enforcement and ask for a copy of the police report to keep for your records.

FRAUD ALERTS

A fraud alert tells creditors that you may have been the victim of fraud. You may request that an **initial** fraud alert be placed on your credit report for one year, or an **extended** alert for seven years if you have documented proof that you have already been a victim of identity theft. Exceptions apply for those in the military who want to protect their credit while deployed. Fraud alerts are provided free of charge by contacting **one** of the 3 nationwide credit bureaus. The credit bureau you contact must inform the other two and all three bureaus will place the fraud alert on your credit report.

SECURITY FREEZE

A security or (also known as a credit freeze) is provided free of charge and prevents credit bureaus from releasing information in your credit file, making it more difficult for identify thieves to open new accounts in your name. When making the request, you will be asked to provide current and previous addresses, date of birth, Social Security number and other personal information to confirm your identity.

The freeze will remain in place until you ask the credit bureau to temporarily lift or fully remove it. If the request is made online or by phone, the credit bureau must lift the security freeze within one hour. If requested by mail, the bureau must lift the freeze no later than three business days after receiving your request.

When requesting a security freeze, you may be given a personal identification number (PIN) and/or a password. Keep this in a safe place as you will need it to temporarily lift or fully remove the security freeze.

CONTACT INFORMATION

ENTITY NAME	CONTACT DETAILS	ADDITIONAL INFORMATION
ATTORNEY GENERAL'S OFFICE	<p>Website: www.mass.gov/ago/contact-us.html</p> <p>Phone: 1-617-727-8400</p> <p>Address: Office of the Massachusetts Attorney General One Ashburton Place Boston, MA 02108</p>	May be contacted for information on additional steps individuals can take to avoid identity theft.
CREDIT REPORTS	<p>Website: www.annualcreditreport.com</p> <p>Phone: 1-877-322-8228</p>	Contact for a copy of your credit report free of charge, once every 12 months.
EQUIFAX CREDIT BUREAU	<p>Website: www.equifax.com</p> <p>Phone: 1-888-378-4329</p> <p>FRAUD ALERT REQUESTS: Equifax Information Services P.O. Box 105069 Atlanta, GA 30348-5069</p> <p>SECURITY/CREDIT FREEZE REQUESTS: Equifax Information Services P.O. Box 105788 Atlanta, GA 30348-5788</p>	<p>May be contacted to requests a Fraud Alert which informs creditors that you may have been the victim of fraud. <u>The first credit bureau contacted must notify the other two.</u></p> <p>May also be contacted to request a Security/Credit freeze which prevents the release of information on your credit file for the purpose of opening new accounts, etc.</p> <p>Note that unlike Fraud Alerts, you must separately contact each of the 3 credit bureaus (Equifax, Experian and Trans Union) to request a credit/security freeze.</p>

<p>EXPERIAN CREDIT BUREAU</p>	<p>Website: www.experian.com</p> <p>Phone: 1-888-397-3742</p> <p>FRAUD ALERT & SECURITY FREEZE REQUESTS: Experian P.O. Box 9554 Allen, TX 75013</p>	<p>May be contacted to requests a Fraud Alert which informs creditors that you may have been the victim of fraud. <u>The first credit bureau contacted must notify the other two.</u></p> <p>May also be contacted to request a Security/Credit freeze which prevents the release of information on your credit file for the purpose of opening new accounts, etc.</p> <p>Note that unlike Fraud Alerts, you must separately contact each of the 3 credit bureaus (Equifax, Experian and Trans Union) to request a credit/security freeze.</p>
<p>FEDERAL TRADE COMMISSION</p>	<p>Website: www.ftc.gov/idtheft</p> <p>Phone: 1-877-438-4338</p> <p>Address: Federal Trade Commission Consumer Response Center 600 Pennsylvania Avenue NW Washington, DC 20580</p>	<p>May be contacted for additional steps individuals can take to avoid identity theft.</p>
<p>TRANS UNION CREDIT BUREAU</p>	<p>Website: www.transunion.com</p> <p>Phone: 1-800-916-8800</p> <p>FRAUD ALERT REQUESTS: Trans Union P.O. Box 2000 Chester, PA 19016</p> <p>SECURITY/CREDIT FREEZE REQUESTS: Trans Union P.O. Box 160 Woodlyn, PA 19094</p>	<p>May be contacted to requests a Fraud Alert which informs creditors that you may have been the victim of fraud. <u>The first credit bureau contacted must notify the other two.</u></p> <p>May also be contacted to request a Security/Credit freeze which prevents the release of information on your credit file for the purpose of opening new accounts, etc.</p> <p>Note that unlike Fraud Alerts, you must separately contact each of the 3 credit bureaus (Equifax, Experian and Trans Union) to request a credit/security freeze.</p>