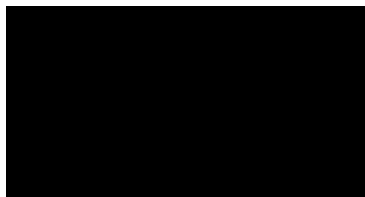


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November 26, 2024



**RE: Notice of Unauthorized Disclosure of Protected Health Information**



We are writing to inform you of an error that was made with regard to the handling of your information.

**What happened?**

On November 4, 2024, Tufts Health Plan sent a report intended for your employer group to the incorrect employer group. The recipient employer group notified Point32Health of this error on November 5, 2024 and confirmed that they properly destroyed/deleted the report. Tufts Health Plan determined that this incident resulted in the unauthorized disclosure of your personal information.

Based on our investigation, the information that was disclosed included:

- First & Last Name
- Date-of-Birth
- Postal Address
- Social Security Number

**What did we do?**

Tufts Health Plan takes our privacy responsibilities very seriously. The Tufts Health Plan Member Services Representative that was responsible for this error has been re-trained to reduce the risk of reoccurrence.

On November 5, 2024, we also confirmed that the report was properly destroyed by the recipient. Although this is considered a low-risk incident, Tufts Health Plan will provide you with access to

free credit monitoring through IDX. For enrollment instructions, please review the information contained in the attached Steps You Can Take to Protect Personal Information.

We believe these steps will be effective in mitigating any potential harm to you. As always, we encourage you to review your explanation of benefits carefully and report any questionable activity to us immediately.

We sincerely apologize that this incident occurred and remain committed to safeguarding the privacy and security of information in our possession. If you have any questions regarding this incident that are not addressed in this letter, please contact me at the phone number or email address listed below. Sincerely,



Joshua Orr  
Vice President, Privacy and Special Investigations Unit  
Senior Associate General Counsel  
Joshua.Orr@point32health.org  
617-584-8328

## STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

### Enroll in Monitor

Enrollment Code

Go to: <https://app.idx.us/account-creation/protect> [app.idx.us] and follow the instructions for enrollment using your Enrollment Code above. Additionally, you may call the IDX call center at 1-800-939-4170 (toll free), Monday through Friday from 9:00 a.m. to 9:00 p.m. ET, excluding U.S. holidays. Please note the deadline to enroll is December 31, 2025.

### Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

### **Additional Information**

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.

*For Massachusetts residents*, you have the right to obtain a police report with respect to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.