

EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES
COMMONWEALTH OF MASSACHUSETTS
ONE ASHBURTON PLACE, BOSTON, MA 02108

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May 5, 2025

Dear [REDACTED]

We write to notify you of an unauthorized disclosure of your protected personal information. On [REDACTED] a MassHealth employee emailed information about your MassHealth eligibility to a social worker who was not working on your case. After review, we determined our employee selected the wrong recipient email before sending this information. The disclosed information included your name and Social Security number. The error was noticed within three hours by the recipient who then informed MassHealth and deleted it from their inbox. The employee who sent the email has been retrained by their supervisor. We regret any concerns this may have caused.

Under Massachusetts law, you have the right to obtain a copy of any police report filed regarding this event. Please note that because the release of your information was not a result of criminal activity, we have not filed a police report. If you are the victim of identity theft, you have the right to file a police report and obtain a copy of it.

Massachusetts law also allows consumers to place a security freeze on their credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from your credit report without your authorization. Please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans; credit cards; mortgages; employment; housing; or other services.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by phone, by online form, or by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
(800) 349-9960 or (800) 685-1111
<https://help.equifax.com/s/article/How-do-I-place-temporarily-lift-or-permanently-remove-a-security-freeze>

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
(888) 397-3742

<https://www.experian.com/freeze/center.html#content-01%C2%A0>

Trans Union Security Freeze Fraud Victim Assistance Department

P.O. Box 6790
Fullerton, CA 92834
(888) 909-8872

<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Current address;
3. Social Security number;
4. Date of birth;
5. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
6. Proof of current address such as a current utility bill or telephone bill;
7. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

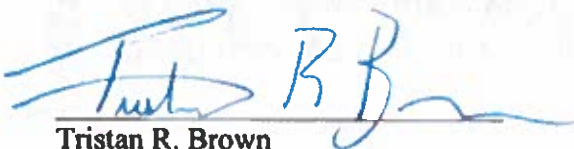
The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that you can use to authorize the removal or lifting of the security freeze.

To lift the security freeze to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

If you have any questions, or would like additional information, please contact me at (857) 832-1843 or by email, at tristan.brown@mass.gov.

Sincerely,



Tristan R. Brown
Assistant General Counsel, Privacy

This information is important. It should be translated right away.
We can translate it for you free of charge.
Call us at (800) 841-2900. TDD/TTY: 711.

Esta información es importante y debe ser traducida inmediatamente.
Podemos traducir la para usted gratuitamente. Llámennos al (800) 841-2900 o por TDD/TTY: 711.

(Spanish)

Esta informação é importante. Deverá ser traduzida imediatamente. Nós podemos traduzi-la para você gratuitamente. Entre em contato conosco no (800) 841-2900. TDD/TTY: 711.

(Brazilian Portuguese)

此處的資訊十分重要，應立即翻譯。我們可以免費為您翻譯。請撥打電話號碼 (800) 841-2900 (TDD/TTY: 711)，與我們聯繫。

(Chinese)

Enfòmasyon sa enpòtan. Yo fèt pou tradwi li tou swit. Nou kapab tradwi li pou ou gratis. Rele nou nan (800) 841-2900. TDD/TTY: 711.

(Haitian Creole)

Nhưng tin tức này thật quan trọng. Tin tức này cần phải thông dịch liền. Chúng tôi có thể thông dịch cho quý vị miễn phí. Xin gọi cho chúng tôi tại số (800) 841-2900. TDD/TTY: 711.

(Vietnamese)

Эта информация очень важна. Ее нужно перевести немедленно. Мы можем перевести ее для вас бесплатно. Позвоните нам по телефону (800) 841-2900. TDD/TTY: 711.

(Russian)

هذه المعلومات هامة جدا. يجب ترجمتها فورا. نرغب في ترجمتها لكم مجانا. اتصل بنا على 841-2900 (800). TDD/TTY: 711.

(Arabic)

នេះគឺជាព័ត៌មានសំខាន់។ វាគួរតែបកប្រែបំផុសបញ្ចប់។ យើងអាចបកប្រែសំឡេងឥតគិតថ្លៃ។ សូមទូរសព័យមកយើង តាមលេខ (800) 841-2900។ TDD/TTY: 711។

(Khmer)

Kel informasão li é inportanti. El debe ser traduzidu lógu. Nu pode traduzi-l pa nhos sin kobra nada. Nhos txuma-nu pa (800) 841 2900.

TDD/TTY: 711.

(Cape Verdean Creole)

Cette information est importante. Prière de la traduire immédiatement. Nous pouvons vous la traduire gratuitement. Appelez-nous au (800) 841-2900.

TDD/TTY: 711.

(French)

Questa informazione e importante. Si pregha di tradurla inmediatamente. Possiamo tradurla per voi gratuitamente. Chiammate all (800) 841-2900.

TDD/TTY: 711.

(Italian)

이 정보는 중요합니다. 이는 즉시 번역해야 합니다. 저희는 귀하를 위해 이를 무료로 번역해드릴 수 있습니다. 일반 전화인 경우 (800) 841-2900로, TDD/TTY 전화인 경우 711로 연락해 주십시오.

(Korean)

Αυτή η πληροφορία είναι σημαντική και πρέπει να μεταφραστεί άμεσα. Μπορούμε να τη μεταφράσουμε για εσάς δωρεάν. Καλέστε μας στον αριθμό (800) 841-2900. TDD/TTY: 711.

(Greek)

To jest ważna informacja. Powinna zostać niezwłocznie przetłumaczona. My tłumaczymy dla Państwa bezpłatnie. Prosimy do nas zadzwonić pod nr (800) 841-2900. TDD/TTY: 711.

(Polish)

यह जानकारी महत्वपूर्ण है। इसका अनुवाद भलीभांति किया जाना चाहिए। हम आपके लिए इसका अनुवाद नशिल्क कर सकते हैं। हमें (800) 841-2900। TDD/TTY: 711 पर कॉल करें।

(Hindi)

આ માહિતી મહત્વની છે. તેનું તરત જ અનુવાદ થવું જોઈએ. અમે વનિ મૂલ્યે તમારા માટે તેમ કરી શકીએ છીએ. અમને (800) 841-2900. TDD/TTY: 711 પર કોલ કરો.

(Gujarati)

ຂໍ້ມູນນີ້ສຳຄັນ. ມັນມີຄວາມຈຳເປັນຕ້ອງແປເລີຍ. ພວກເຮົາສາມາດຊ່ວຍແປໃຫ້ທ່ານໄດ້ເປັນເປັນເປັນ. ໂທຫາພວກເຮົາໄດ້ທີ່ (800) 841-2900. TDD/TTY: 711.

(Lao)

