

June 16, 2025

Re: Important Privacy Notification

«AddressBlock»

Dear «depfirstname»,

We are writing to inform you of a privacy-related issue involving your health plan information. At Blue Benefit Administrators of Massachusetts, we take the confidentiality of your health information seriously.

What Happened

One or more Explanation of Benefits (EOB) related to services you received was mailed to the primary plan subscriber on your account, rather than to you directly. In accordance with state privacy laws, EOBs for individuals generally aged 18 and older are sent directly to the individual to protect their privacy.

What Information Was Involved

The EOB may have included: Your name, the name of the provider and/or facility, the date of service, a general description of the type of services received and/or payment information related to the claim.

What We Are Doing

Upon discovering the issue, we took immediate steps to correct the process that handles EOB distribution. We have also strengthened internal controls to prevent similar errors in the future.

What You Can Do

This incident was limited to the improper mailing of your EOB and did not involve a broader exposure of sensitive data. At this time, there is no additional action required of you.

For More Information

If you have any questions or concerns, please don't hesitate to contact our Privacy Office at 603-773-4521 or ccassino@bluebenefitma.com. We sincerely apologize for this error. Protecting your privacy remains one of our highest priorities.

Sincerely,

Blue Benefit Administrators of Massachusetts

Compliance Department