

**Subject:** Important Notice: Privacy Incident Involving Your Information

Dear,

We are writing to inform you of a recent incident involving personal health information (PHI). At Acumen, we take the privacy and security of your information very seriously. It is important to us that you are fully informed of any situation that may affect your privacy.

**What Happened?**

We recently discovered that certain elements of your protected health information may have been temporarily visible to another service provider/employee in our services. This was due to an error in which the service provider working for another participant was incorrectly linked to your account in our DCI EVV system due to having the same name. This linkage was immediately reported by the service provider, and the system was corrected the same day we were notified.

**What Information Was Involved?**

The information that may have been exposed includes your name, address, phone number, email address, Medicaid ID and service history. Importantly, no financial information such as Social Security numbers was involved in this incident.

**What We Are Doing**

We immediately took steps to contain the incident and conducted a thorough investigation to understand what happened. Our team has reviewed our processes to ensure that this type of error does not happen again. We are also reinforcing staff training on our privacy practices to help prevent future incidents.

**What You Can Do**

At this time, there is no evidence that your information has been misused. Furthermore, the incident was reported by the person who was mistakenly provided with access. Because the information exposed contained no financial elements, we do not believe it necessary for you to take any steps to protect yourself or your privacy.

**Our Commitment to You**

We deeply regret any concern or inconvenience this incident may have caused you. Protecting your privacy is a top priority for us, and we are committed to maintaining the confidentiality of your information.

If you have any questions or would like more information, please do not hesitate to contact me directly. My contact information is listed below. We are here to assist you in any way we can.

Thank you for your understanding and continued trust.

Sincerely,

Tara Katalinic

Compliance Specialist

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