



Subject: Important Notice: Privacy Incident Involving Your Information

Dear ,

We are writing to inform you of a recent incident involving your 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 viewed by the employer of another client in our services. This was due to an enrollment processing error whereby the employer was mistakenly linked to your account instead of another client with a similar name.

What information was Involved?

The information that may have been exposed includes your name, address, phone number, date of birth, Medicaid ID, program acronym, and service codes.

What we are doing

We immediately took steps to contain the incident by removing the incorrect employer's access. Our team has reviewed our processes and has taken corrective action to ensure that this type of error does not happen again. We are also reinforcing staff training in 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, this incident was reported to the program by the employer who received the information in error, so it is unlikely they will use this information maliciously. However, as a precaution, you may place a freeze on your credit report for free by contacting each of the three major credit reporting agencies. You can submit your request online, by phone, or by mail.



Experian	TransUnion	Equifax
<p><u>Online</u></p> <p>https://www.experian.com/help/credit-freeze/</p> <p>888-397-3742</p> <p>Experian Security Freeze P.O. Box 9554 Allen, TX 75013</p>	<p><u>Online</u></p> <p>https://www.transunion.com/credit-freeze</p> <p>800-916-8800</p> <p>TransUnion P.O. Box 160 Woodlyn, PA 19094</p>	<p><u>Online</u></p> <p>https://www.equifax.com/personal/credit-report-services/credit-freeze/</p> <p>888-298-0045</p> <p>Equifax Information Services LLC P.O. Box 105788 Atlanta, GA 30348-5788</p>

Furthermore, we would like to offer you up to 18 months of identity theft protection at no cost to you. If you would like to accept this offer, please contact us directly by phone at 480-295-3328, or email at qlc@acumen2.net.

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 us directly by phone at 480-295-3328, or email at qlc@acumen2.net. We are here to assist you in any way we can.

Thank you for your understanding and continued trust.

Sincerely,

Tara Katalinic, Compliance Analyst
Acumen Fiscal Agent, LLC