Point32Health
1 Wellness Way
Canton, MA 02021
point32health.org

Harvard Pilgrim Health Care | TUFTS Health Plan

Point32Health companies

[redacted]

THIS PAGE IS INTENTIONALLY BLANK TO HELP PRESERVE PRIVACY.

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10/28/2026

[redacted]

RE: Notice of Unauthorized Disclosure of Personal Information

Reference Number: [redacted]

Dear [redacted]:

Harvard Pilgrim Health Care ("Harvard Pilgrim")/Tufts Health Plan, a Point32Health company, values your privacy rights and is committed to safeguarding the privacy and security of your protected health information and personal information. We are writing to inform you of an incident involving your personal information.

What Happened

On September 29, 2026 we became aware that our provider services department emailed your provider credentialing form to eight other providers by mistake.

What Information Was Involved

The provider credentialing form included your: Name, DOB, Address, and Social Security Number.

What Did We Do

Harvard Pilgrim/Tufts Health Plan takes our privacy responsibilities seriously. We emailed the recipient providers, asked them to disregard the incorrect form , and requested that they confirm destruction of the form. We received written confirmations of destruction from three of the eight providers, and will continue to follow up with the remaining providers. We have also retrained the employee who made the error on our privacy and document handling policies to prevent reoccurence of the mistake.

What You Can Do

We recommend that your remain vigilant, monitor and review all of your financial and account statements and explanation of benefits, and report any unusual activity to the institution that issued the report and to law enforcement. You may also review the guidance contained in the attached *Steps You Can Take to Protect Personal Information*.

Additionally, we are providing you with the opportunity to register for 2 years of complimentary credit monitoring and identity theft protection services through IDX. Although we are making these services available to you, we are unable to enroll you directly. For enrollment instructions, please review the information contained in the attached *Steps You Can Take to Protect Personal Information*. If you are already enrolled in the complimentary credit monitoring and identity protection services provided, you do not need to enroll again.

For More Information

The security of your information is a top priority for us. We sincerely regret this incident occurred and for any concern it may cause you. If you have any questions regarding this incident, please call the Point32Health Compliance Hotline at 1-877-548-6712 or email us at Privacy_Office@point32health.org and provide the Reference Number 1437302. For assistance with enrollment in the complimentary credit monitory and identity protection services, please call IDX at 1-800-939-4170.

Sincerely,

Joshua Orr

VP, Privacy and Special Investigations Unit

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Steps You Can Take To Protect Personal Information

Services Being Offered by Point32Health

Enrollment Code: **YMH5YU38LP**

Go to https://app.idx.us/en-US/account-creation/protect 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. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. Please note the deadline to enroll is **12.01.27.**

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 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:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/ (http://www.equifax.com/personal/credit-)	https://www.experian.com/help/ (http://www.experian.com/help/)	https://www.transunion.com/get-credit-report (http://www.transunion.com/credit-) https://www.transunion.com/credit-freeze (https://www.transunion.com/credit-freeze) https://www.transunion.com/fraud-alerts (https://www.transunion.com/fraud-alerts)
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; 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 California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft.

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, D.C. 20001; 202-727-3400; and oag.dc.gov.

For Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601**,** www.ag.ky.gov, Telephone: 1-502-696-5300.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and https://www.marylandattorneygeneral.gov/.

For New Mexico residents, consumers have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in their credit file has been used against them, the right to know what is in their credit file, the right to ask for their credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to consumers' files is limited; consumers must give consent for credit reports to be provided to employers; consumers may limit "prescreened" offers of credit and insurance based on information in their credit report; and consumers may seek damages from violators. Consumers may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage consumers to review their rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra. pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or https://ag.ny.gov.

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 877-877-9392

For Rhode Island Residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400. Under Rhode Island law, individuals have the right to obtain any police report riled in regard to this event.