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Watertown, MA 02472-1508  
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tuftshealthplan.com

January 31, 2019

Member Name  
Address  
City/ST/Zip

**RE: Notice of Inadvertent Disclosure of Personal Information**

Dear [Member Name]:

We are writing to inform you of an issue related to the handling of your personal information.

**What happened?**

Tufts Health Plan (THP) acts as a third party health benefits plan administrator for US Family Health Plan (USFHP). Earlier this month, THP accidentally sent a secure email containing an electronic file with your employer group's invoice to the representative of a different employer group.

We are notifying you because your information was included on your employer group's invoice. The invoice included your:

- Name
- USFHP member identification (ID) number
- Social Security Number
- Claim Number
- Date of Service
- Amount Paid
- Employer group name
- Employer group number

**What problem could this situation cause?**

We take the security of information in our care very seriously. We have determined that this situation presents a low risk to your personal information. Tufts Health Plan has frequent business contact with the individual who received the misdirected invoice. When THP informed them about the invoice error, they were very cooperative in deleting the email and the file and in providing a written attestation that they had done so. No other individuals were in receipt of the email and file.

**What you can do**

We are required to report this incident to you by Massachusetts General Law, Chapter 93H. The law specifies that you have a right to obtain a police report, should one be filed. Given the nature of this incident, it was determined that no police report was required.

We apologize for any concern this may cause you. We do not believe that this incident puts your information at risk. However, you may place a security freeze on your credit reports. For more information about doing so, please see the enclosed instructions. If you would like assistance with this, or if you have any questions about this incident, please call us at 1-800-208-9549.

Sincerely,

A handwritten signature in cursive script that reads "Steve Friedman".

Steve Friedman  
Privacy Officer

## Information about Requesting a Security Freeze

A security freeze prohibits a credit bureau from releasing any information from a consumer's credit report without the consumer's written authorization. Please be advised 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 mortgages, employment, housing, or other services.

The fee for placing a security freeze on a credit report is \$8.00. If you have been a victim of identity theft, and you provide the credit bureau with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, a credit bureau may charge you up to \$8.00 each to place, temporarily lift, or permanently remove a security freeze. If you wish to place a freeze on all of your credit files, you will need to make a separate written request to each of the three major credit bureaus:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-685-1111

[www.equifax.com/help/  
credit-freeze/en\\_cp](http://www.equifax.com/help/credit-freeze/en_cp)

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

[www.experian.com/freeze/  
center.html](http://www.experian.com/freeze/center.html)

TransUnion Security Freeze  
PO Box 2000  
Chester, PA 19022  
1-888-909-8872

[www.transunion.com  
/securityfreeze](http://www.transunion.com/securityfreeze)

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. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior 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, military identification, etc.);
7. 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;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit file report. The credit bureaus must also 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 can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze or 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 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 remove the security freeze.