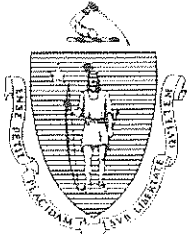


15739



The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Office of Medicaid  
One Ashburton Place, Room 1109  
Boston, Massachusetts 02108



CHARLES D. BAKER  
Governor

KARYN E. POLITO  
Lieutenant Governor

MARYLOU SUDDERS  
Secretary

DANIEL TSAI  
Assistant Secretary for  
MassHealth

Tel: (617) 573-1600  
Fax: (617) 573-1891  
www.mass.gov/eohhs

Via Mail

September 13, 2019

[Name]  
[Address]

Dear [Name],

I am contacting you on behalf of the Executive Office of Health and Human Services, Office of Medicaid (MassHealth), to notify you of an incident involving your personal information. The information in this letter is important – please read the entire letter.

We recently learned that some of your personal information was inadvertently sent to the incorrect recipient. When we learned of this incident, we immediately took action to determine how it occurred and to ensure that it did not happen again.

Our investigation has given us no reason to believe that your information has been used in an impermissible manner. Nevertheless, I am contacting you in accordance with Massachusetts law to notify you of some things you can do if you are concerned about the potential misuse of your personal information. You may wish to contact one or more of the three major consumer reporting agencies to take the following steps:

- Notify them of the loss of your personal information and request an initial fraud alert to be placed on your credit for 90 days.
- Order a credit report and review it for any signs of fraud on any accounts. For example, look for inquiries listed on the credit report from businesses that accessed your credit without your request.
- Request a security freeze which will restrict the opening of new accounts using your information. Enclosed is detailed information about requesting a security freeze at no charge. Please note that requesting a security freeze on your credit may delay, interfere

with or prevent timely approval of any requests made by you for new loans, credits, employment, housing or other services.

Contact information for the consumer reporting agencies and instructions on how to request a security freeze are enclosed with this letter.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. (Note that, because of the nature of the incident, MassHealth did not file a police report.) If you believe that you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

We take the privacy of our members' personal information very seriously, and we are very sorry this event occurred. If you have any questions, please contact the MassHealth Privacy Office at 617-573-1656.

Sincerely,

*Robert Ciccio*

Robert Ciccio  
Assistant General Counsel, Privacy Office

Enclosure

## How to place a security freeze on your credit report.

To place a security freeze on your credit report, you must send a written request to **each** of the three major credit reporting agencies. These agencies are Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). Send your request by regular, certified, or overnight mail to the addresses below.

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013

Trans Union Security Freeze Fraud Victim Assistance Department  
P.O. Box 6790  
Fullerton, CA 92834

To request a security freeze, you need to include the following:

1. your full name (including middle initial as well as Jr., Sr., II, III, etc.)
2. your social security number
3. your date of birth
4. If you have moved in the past five years, provide the addresses where you have lived over the last five years.
5. proof of your current address, like a current utility bill or telephone bill
6. a readable photocopy of a government issued ID card (state driver's license or ID card, military ID, 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 about 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 will place a security freeze on your credit report within three business days after they get your request. Within five business days, they will send you a letter to confirm the security freeze. They will give you a unique personal identification number (PIN) or password, or both. You can use these to ask for the removal of the security freeze.

You may want to lift the security freeze to let a specific entity or person access your credit report. To lift the security freeze, call or send a written request by mail to the three credit reporting agencies. Include your name, address, and social security number **and** the PIN number or password they gave you. Also identify those entities or persons you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies will lift the security freeze within three business days after they get your request for those identified entities or for the specified period of time.

To remove the security freeze, mail a written request to each of the three credit reporting agencies. Include your name, address, and social security number **and** the PIN number or password they gave you. They will remove the security freeze within three business days after they get your request.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other circumstances, a credit reporting agency may charge a maximum of \$5.00 to place, temporarily lift, or permanently remove a security freeze.

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**This information is important. It should be translated right away.**

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Esta información es importante y debe ser traducida inmediatamente.	(Spanish)
Esta informação é importante. Deverá ser traduzida imediatamente.	(Brazilian Portuguese)
此處的資訊十分重要，應立即翻譯。	(Chinese)
Enfòmasyon sa enpòtan. Yo fèt pou tradwi li tou swit.	(Haitian Creole)
Những tin tức này thật quan trọng. Tin tức này cần phải thông dịch liền.	(Vietnamese)
Эта информация очень важна. Ее нужно перевести немедленно.	(Russian)
هذه المعلومات هامة. يجب ترجمتها فوراً.	(Arabic)
នេះគឺជាព័ត៌មានសំខាន់ៗ វាគួរតែបានបកប្រែភ្លាមៗ។	(Cambodian)
Cette information est importante. Prière de la traduire immédiatement.	(French)
Questa informazione è importante. Si pregha di tradurla immediatamente.	(Italian)
이 정보는 중요합니다. 이는 즉시 번역해야 합니다.	(Korean)
Αυτή η πληροφορία είναι σημαντική και πρέπει να μεταφραστεί άμεσα.	(Greek)
To jest ważna informacja. Powinna zostać niezwłocznie przetłumaczona.	(Polish)
यह जानकारी महत्वपूर्ण है। इसका अनुवाद भलीभांति किया जाना चाहिए।	(Hindi)
આ માહિતી મહત્વની છે. તેનું તરત જ અનુવાદ થવું જોઈએ.	(Gujarati)
ຂໍ້ມູນນີ້ເປັນສິ່ງສໍາຄັນ. ມັນຄວນຈະໄດ້ຮັບການແປທັນທີ.	(Lao)