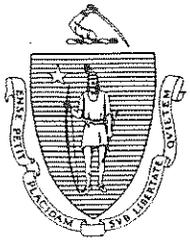


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The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Office of Medicaid  
One Ashburton Place, Room 1109  
Boston, Massachusetts 02108



CHARLES D. BAKER  
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DANIEL TSAI  
Assistant Secretary for  
MassHealth  
  
Tel: (617) 573-1600  
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www.mass.gov/cohhs

Via First Class Mail

January \_\_, 2020

[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. *There is no charge to request a security freeze.* 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.



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

To place a security freeze on your credit report, you must send a request to **each** of the three major consumer 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)).

You may send a written request by regular, certified, or overnight mail to the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-349-9960  
<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze  
P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872  
<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

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, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2; and
8. If you are a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. 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

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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)