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The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
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Boston, Massachusetts 02108



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Via First Class Mail

March 11, 2020



Dear [Redacted]

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 child, [Redacted]'s, personal information. The information in this letter is important – please read the entire letter.

We recently learned that some of your child's personal information was inadvertently sent to four unauthorized recipients. When we learned of this incident, we immediately took action to determine how it occurred, confirm destruction from the four recipients, and to ensure that it did not happen again.

Our investigation has given us no reason to believe that his 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 his 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 his 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 his credit without your request.
- Request a security freeze for your child, which will restrict the opening of new accounts using his information. *There is no charge to request a security freeze.* Please note that requesting a security freeze on his credit may delay, interfere with or prevent timely approval of any requests made by him for new loans, credits, employment, housing or other services.



Contact information for the consumer reporting agencies and detailed 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 he is 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 or privacy.officer@state.ma.us.

Sincerely,



Robert Ciccio
Deputy General Counsel and Chief Privacy Officer

Enclosure

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

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 វាគួរតែបានបកប្រែឱ្យបានឆាប់ៗ	(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 अभी-भीमंत्रिकिया जाना चाहिए।	(Hindi)
આ માહિતી મહત્વની છે. તેનું તરત જ અનુવાદ થવું જોઈએ.	(Gujarati)
ຂໍ້ມູນນີ້ເປັນສິ່ງສໍາຄັນ. ມັນຄວນຈະໄດ້ຮັບການແປທັນທີ.	(Lao)

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); Experian (www.experian.com); and TransUnion (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

removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

How to lift a security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information on the previous page). You must provide proper identification (including name, address, and social security number) and the PIN number 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. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

How to remove a security freeze.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information on the previous page). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

Under federal law, you cannot be charged to place, lift, or remove a security freeze.