

Notification #

February 10, 2021

NAME  
ADDRESS

Dear NAME:

**We want to tell you about something that happened.**

Maximus is a contractor to the Massachusetts Executive Office of Health and Human Services (EOHHS). We support the MassHealth program by providing customer service to MassHealth members.

On November 25, 2020, Maximus discovered that a Customer Service Representative (CSR) allowed an unauthorized person to answer calls. This person handled a call about the minor child CHILD NAME on CALL DATE. We have no reason to believe the unauthorized person improperly kept or used the minor child's information after the call. This person appears to have been helping the CSR answer calls and assist members.

**What information was accessed?**

The unauthorized person who handled your call had access to the minor child's:

- First and last name
- Address
- Date of birth
- Social Security number
- MassHealth ID
- Health insurance information

**What did we do to investigate the mistake?**

We listened to all of the CSR's calls to find out how many calls the unauthorized person handled.

**What are we doing to stop this from happening again?**

We train our workers that only authorized CSRs are permitted to view or access personal information. Our CSR should not have allowed an unauthorized person to answer calls. The CSR no longer works for us because they let an unauthorized person answer calls and view or access personal information.

### What can you do to protect the minor child's information?

Because this incident involves the minor child's personal information, we are offering a free two-year membership of Experian's® IdentityWorks<sup>SM</sup> to help protect the minor child's identity. This product provides superior identity detection. It also resolves identity theft. To activate this membership and start monitoring the minor child's personal information:

- **Enroll by: May 15, 2021** (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll:  
<https://www.experianidworks.com/minorplus>
- Give your **activation code: CODE**
- Give the minor's information when prompted

If you have questions about the product, need help with identity restoration for the minor, or would like to enroll in Experian IdentityWorks in another way instead of online, please call Experian's customer care team by **May 15, 2021** at **877.890.9332**.

Your **engagement number** is proof that you qualify for Experian identity restoration service. Be sure to have this number ready when you call: **NUMBER**.

### What comes with the minor child's 24-Month Experian IdentityWorks Membership?

You do **not** need a credit card to enroll in Experian IdentityWorks.

You can call Experian **right away** about any fraud issues. Once you enroll in Experian IdentityWorks for the minor child, you will get these **free** features:

- **Social Security number trace:** Monitoring to find if enrolled minors in your household have an Experian credit report. Alerts of all names, aliases and addresses that become associated with the minor child's Social Security Number (SSN) on the Experian credit report.
- **Internet surveillance:** Technology searches the web, chat rooms and bulletin boards 24/7. This is to identify trading or selling of personal information on the Dark Web.
- **Identity restoration:** Identity Restoration specialists are always there to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You get the same high level of Identity Restoration support even after the Experian IdentityWorks membership expires.
- **Up to \$1 million identity theft insurance\*:** Gives coverage for certain costs and unauthorized electronic fund transfers.

### What should you do if you believe the minor child's information was used fraudulently?

If you believe there was fraudulent use of the minor child's information and want to talk about how to resolve this, please call an Experian agent at **877.890.9332**.

After you talk with an agent, if it is found that you need Identity Restoration support, an Experian Identity Restoration agent will work with you to investigate and resolve each fraud incident that happened. This service will help you:

- Contact credit grantors to dispute charges and close accounts
- Contact government agencies to help restore the minor child's identity.

This offer is available to the minor for one year from the date of this letter. You do not have to do anything. To read self-help tips, learn more about identity protection, and read the Terms and Conditions, go to:  
[www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

### **What if you do not want the credit monitoring service?**

If you do not want free credit monitoring, you do not have to do anything. To learn more about steps you can take to avoid identity theft, you can contact the Federal Trade Commission by mail, online, or by phone:

Federal Trade Commission, Consumer Response Center  
600 Pennsylvania Avenue NW  
Washington, D.C. 20580  
[www.consumer.ftc.gov/features/feature-0014-identity-theft](http://www.consumer.ftc.gov/features/feature-0014-identity-theft)  
1.877.ID.THEFT (1.877.438.4338)

The addresses and toll-free telephone numbers for the major consumer reporting agencies are:

Equifax Information Services LLC  
P.O. Box 740241  
Atlanta, GA 30374-0241  
1.866.349.5191  
[www.equifax.com](http://www.equifax.com)

Experian National Consumer Assistance Center  
P.O. Box 2002  
Allen, TX 75013  
1.888.397.3742  
[www.experian.com](http://www.experian.com)

TransUnion LLC  
Consumer Disclosure Center  
P.O. Box 1000  
Chester, PA 19016  
1.800.888.4213  
[www.transunion.com](http://www.transunion.com)

**MAXIMUS®**

**What if you have more questions?**

If you have any questions or concerns, please contact us:

Dion DePeiza, Privacy Analyst – Quality Assurance and Contracts Administration  
Maximus  
55 Summer Street  
Boston, MA 02110  
[diondepeiza@maximus.com](mailto:diondepeiza@maximus.com)  
857.472.5747 (direct, not toll-free)

Tell us that you are contacting us about the unauthorized access of a minor child's personal information. You can also give us the Notification Number in the upper right-hand corner of the first page of this letter.

We take the privacy and security of personal information seriously. We regret any worry or inconvenience this event has caused you.

Sincerely,

*Dion DePeiza*

Dion DePeiza, Privacy Analyst  
Maximus Quality Assurance and Contracts Administration

Enclosure: Steps You Can take to Protect Your Identity

\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions

The Maximus logo is located in the bottom right corner of the page. It consists of the word "MAXIMUS" in a bold, white, sans-serif font, set against a dark, curved background that resembles a stylized wave or a modern architectural element.

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On November 25, 2020, Maximus discovered that a Customer Service Representative (CSR) allowed an unauthorized person to answer calls. This person handled your call on DATE. We have no reason to believe the unauthorized person improperly kept or used your information after the call. This person appears to have been helping the CSR answer calls and assist members.

## **What information was accessed?**

The unauthorized person who handled your call had access to your:

- First and last name
- Address
- Date of birth
- Social Security number
- MassHealth ID
- Health insurance information

## **What did we do to investigate the mistake?**

We listened to all of the CSR's calls to find out how many calls the unauthorized person handled.

## **What are we doing to stop this from happening again?**

We train our workers that only authorized CSRs are permitted to view or access personal information. Our CSR should not have allowed an unauthorized person to answer calls. The CSR no longer works for us because they let an unauthorized person answer calls and view or access personal information.

## **What can you do to protect your personal information?**

Because the unauthorized person accessed your personal information, we would like to offer you **24 months** of credit monitoring and other services from Experian. This is to lower any risk of identity theft. We also want you to know about other protective actions you can take.

## **How can you enroll in free credit monitoring?**

To help protect your identity, we are offering you a **free** two-year membership in Experian's® IdentityWorks<sup>SM</sup>. This product gives you superior identity detection. It also resolves identity theft. You do **not** need a credit card to enroll in Experian IdentityWorks. To activate your membership and start having your personal information monitored:

- **Enroll by May 15, 2021** (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll at:  
<https://www.experianidworks.com/3bplus>
- Give your **activation code** when you enroll: **CODE**

For questions about the product, help to restore identity, or to enroll in Experian IdentityWorks in another way instead of online, please call Experian's customer care team by **May 15, 2021** at **877.890.9332**.

Your **engagement number** is proof that you qualify for Experian identity restoration services. Be sure to have this number ready when you call: **NUMBER**.

### **What comes with your 24-month Experian IdentityWorks membership?**

You can contact Experian **right away** about any fraud issues. Once you enroll in Experian IdentityWorks, you will get these **free** features:

- **Experian credit report at signup:** See what information is in your credit file. Daily credit reports are available for online members only. If you are an offline member (not using a computer), you will qualify to call for quarterly reports after you enroll.
- **Credit monitoring:** Checks for signs of fraud by actively monitoring your files with the three major credit reporting companies: Experian, Equifax and Transunion.
- **Internet surveillance:** Technology searches the web, chat rooms and bulletin boards 24/7. This is to identify trading or selling of your personal information on the Dark Web.
- **Identity restoration:** Identity Restoration specialists are always there to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You get the same high level of Identity Restoration support even after your Experian IdentityWorks membership expires.
- **Up to \$1 million identity theft insurance\*:** Gives coverage for certain costs and unauthorized electronic fund transfers.

### **What should you do if you believe your information was used fraudulently?**

If you believe there was fraudulent use of your information, and you would like to talk about how to resolve this, please call an Experian agent at 877.890.9332.

After you talk with an agent, if it is found that you need identity restoration support, an Experian identity restoration agent will work with you to investigate and resolve each fraud incident that happened. This service will help you:

- Contact credit grantors to dispute charges and close accounts
- Place a freeze on your credit file with the three major credit bureaus
- Contact government agencies to help restore your identity

Identity restoration is separate from credit monitoring. It is used when someone believes their identity has been stolen. We have no reason to believe anyone misused your information. But we take your privacy very seriously. We are offering this extra service for free. To prove that you qualify for the Experian identity restoration services, have your **engagement number** ready when you call: **NUMBER**.

You can get the identity restoration services even if you do not activate your code. You can have the services for one year from the date of this letter. To read self-help tips, learn more about identity protection, and read the Terms and Conditions, go to: [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

**What if you do not want the credit monitoring service?**

If you do not want free credit monitoring, you do not have to do anything. To learn more about steps you can take to avoid identity theft, you can contact the Federal Trade Commission by mail, online, or by phone:

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600 Pennsylvania Avenue NW  
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[www.consumer.ftc.gov/features/feature-0014-identity-theft](http://www.consumer.ftc.gov/features/feature-0014-identity-theft)  
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Allen, TX 75013  
1.888.397.3742  
[www.experian.com](http://www.experian.com)

TransUnion LLC  
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Maximus Quality Assurance and Contracts Administration

Enclosure: Steps You Can take to Protect Your Identity

\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions

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## **STEPS YOU CAN TAKE TO PROTECT YOUR IDENTITY**

**Security Freeze.** A security freeze prevents credit reporting bureaus from releasing information in your credit file. This can make it harder for identity thieves to open new accounts in your name. Please be aware, however, that placing a security freeze on your credit report may delay approval of any requests you make for new loans, credit, mortgages, or other services.

You have the right to request a security freeze for free. To place a security freeze on your file, you must contact each of the three national credit reporting bureaus. You can contact them by phone, online submission, or mail.

Equifax Information Services  
PO Box 105788  
Atlanta, GA 30348  
1.800.685.1111  
[www.equifax.com/personal/credit-report-services/](http://www.equifax.com/personal/credit-report-services/)

Experian  
PO Box 9554  
Allen, TX 75013  
1.888.397.3742  
[www.experian.com/help](http://www.experian.com/help)

TransUnion  
PO Box 2000  
Chester, PA 19016  
1.888.909.8872  
[www.transunion.com/credit-help](http://www.transunion.com/credit-help)

When requesting a security freeze, you will need to provide information to confirm your identity, such as your name, proof of your current address, your prior address if you've moved in the last five years, your date of birth, Social security number, and other personal information.

A security freeze request made by phone or online will be effective within one hour. Requests by mail take up to three business days from when the business receives it to be effective. After requesting a freeze, you will be given a unique personal identification number (PIN) and/or password. Keep this in a safe place as you will need it to temporarily lift or fully remove the security freeze.

The freeze will remain until you ask the credit bureau to temporarily lift or fully remove it. If the request is made online or by phone, a credit bureau must lift the security freeze within one hour. If the request is made by mail, then the bureau must list the freeze no later than three business days after receiving your request. There is no charge for placing, lifting, or removing a security freeze.

**Review Your Account Statements.** Carefully review your bank, credit card, and other account statements every month to ensure that your account activity is valid. Report any questionable charges promptly and in writing to the card or account issuer.

**Check Your Credit Report.** Check your credit report to ensure that all of your information is correct. You can obtain a free credit report once per year by visiting

[www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling 877.32.8228. If you notice any inaccuracies, report the dispute right away to the relevant credit reporting bureau. You can file a dispute on the relevant bureau's website or by contacting them at the number listed on your credit report. You can also report any suspicious activity to your local law enforcement, in which case you should request a copy of the police report and retain it for your records.

**Fraud Alert.** You have the right to request that the credit bureaus place a fraud alert on your file. A fraud alert tells creditors to contact you before opening any new accounts or increasing credit limits on your existing accounts. A fraud alert lasts for one year and is free of charge.

You need to contact only one of the three credit bureaus to place a fraud alert; the one you contact is required by law to contact the other two. For Fraud Alerts, use the credit bureau contact information provided above in the Security Freeze section.

**Consult the Federal Trade Commission.** To learn more about steps you can take to avoid identity theft, you can contact the Federal Trade Commission by mail, online, or by phone:

Federal Trade Commission, Consumer Response Center

600 Pennsylvania Avenue NW

Washington, D.C. 20580

1.877.ID.THEFT (1.877.438.4338)

[www.consumer.ftc.gov/features/feature-0014-identity-theft](http://www.consumer.ftc.gov/features/feature-0014-identity-theft)

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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 preghi 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 भलीभाँत किया जाना चाहिए।

(Hindi)

આ માહિતી મહત્વની છે. તેનું તરત જ અનુવાદ થવું જોઈએ.

(Gujarati)

ຂໍ້ມູນນີ້ເປັນສິ່ງສໍາຄັນ. ມັນຄວນຈະໄດ້ຮັບການແປທັນທີ.

(Lao)

