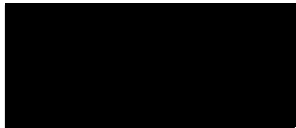




22253

Members benefit. Plans benefit. Advocacy works.

September 28, 2021



Re: Breach Notification – Protected Health Information

Dear 

We are sending this letter to you as part of Healthcare Financial, Inc's (HFI) commitment to protect patient health information. We take patient privacy very seriously, and it is important to us that you are made fully aware of a potential privacy issue. We have learned that your personal information, including name, address, date of birth, and social security number, may have been compromised. On September 15th, 2021, it was learned that pre-filled social security application forms with your information were inadvertently shared with an unauthorized recipient. The unauthorized recipient reported the error to HFI and subsequently provided verbal confirmation that the received information was destroyed. At this time, we are unaware of any actual misuse of the disclosed information.

We are keenly aware of how important your personal information is to you. If you choose, as a measure of added security, we are offering 18 months of credit monitoring and reporting services at no cost to you. This service is performed through Experian, an organization that watches for and reports to you unusual credit activity, such as creating new accounts in your name. Experian would also request that the three credit bureaus place a "Fraud Alert" on your credit report.

We understand that this may pose an inconvenience to you. We sincerely apologize and regret that this situation has occurred. HFI is committed to protecting your personal health information, and we want to assure you that we have policies and procedures to protect your privacy.

If you would like to take advantage of the free credit monitoring service, or if you have any questions, please contact me directly at 617-482-2200 ext. 6654.

Sincerely,

Kevin Cahill
Director, Corporate Compliance

