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**truehealth™**  
new mexico

PO Box 4129  
Everett WA 98204

ENDORSE



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ADDRESS1  
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BREAK

November 15, 2021

**Re: Notice of Data Security Incident**

Dear <<First Name>> <<Last Name>>,

True Health New Mexico (“THNM”) is writing you to notify you of a recent data incident that may have resulted in unauthorized access to your personal information. You are receiving this letter because you are a current or former member of a THNM health plan. This letter is to inform you of the actions THNM has taken to help guard against the misuse of your data and to assist you in monitoring the security of your data.

**What Happened?**

On October 5, 2021, THNM experienced a data security incident and immediately took steps to secure and contain our impacted systems. We quickly retained external cybersecurity professionals to assist us in an investigation. Through that investigation we learned that the incident was caused by an unauthorized third party who gained access to our IT systems in early October 2021.

**What Information was Involved?**

Security professionals determined that files containing member information may have been impacted. Affected data elements may have included a person’s name, date of birth, age, home address, email address, insurance information, medical information, social security number, health account member ID, and service dates. At this time, we have no evidence that any personal information has been misused.

**What are we Doing?**

Because THNM takes the security of your personal information very seriously, upon discovering the incident, we promptly took steps to secure and contain the impacted THNM systems and supplemented our internal response teams with external cybersecurity professionals and other outside experts. These steps included shutting down certain systems where necessary, taking other preventative measures, and taking steps to supplement existing security monitoring, scanning, and protective measures. We also notified appropriate governmental authorities and continue to monitor global networks for any signs of data misuse. To help further protect member data, THNM is also offering a complementary 24-month membership for IDX’s credit monitoring services to all potentially affected individuals.

**What Can You Do?**

If you would like to enroll in this free credit monitoring program, please follow the instructions in the following section titled *Activating Your Complimentary Credit Monitoring*. Please note the deadline to enroll is February 15, 2022. In addition, please continue to be vigilant about the security of your online or health accounts and monitor your credit reports for unauthorized activities. Please report any suspicious activities to appropriate law enforcement.

**For More Information**

Again, we take the security of your information very seriously, and we regret any concern or inconvenience this incident may cause you. Please review the section below called *Preventing Identity Theft and Fraud* for more information about how to protect personal information. If you have additional questions, please contact (833) 525-2719, Monday through Friday from 9 am - 9 pm Eastern Time

Sincerely,

True Health New Mexico

*Activating Your Complimentary Credit Monitoring.*



To Enroll, Please Call:  
(833) 525-2719  
Or Visit:  
<https://response.idx.us/truehealth>  
Enrollment Code: <<XXXXXXXXXX>>

- 1. Website and Enrollment.** Go to <https://response.idx.us/truehealth> and follow the instructions for enrollment using the Enrollment Code provided above.
- 2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.
- 3. Telephone.** Contact IDX at (833) 525-2719 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.
- 4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

*Preventing Identity Theft and Fraud*

If you review your credit reports or account statement and do find suspicious activity, we recommend that you contact IDX (as described above) and also call your local police or sheriff's office or state Attorney General and file a report of identity theft. You have a right to a copy of the police report, and you may need to give copies of the police report to creditors to clear up your records and also to access some services that are free to identity theft victims.

Under the U.S. Fair Credit Reporting Act and other laws, you have certain rights that can help protect yourself from identity theft. Many of these are explained in this letter and at [www.identitytheft.gov/#/Know-Your-Rights](http://www.identitytheft.gov/#/Know-Your-Rights). As describe above, you have a right to one free credit report annually from each of the three major credit reporting bureaus. In addition at no charge, you can have these credit bureaus place a short-term or an extended "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because a fraud alert tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. If you wish to place a fraud alert or have any questions regarding your credit report, please contact any one of the agencies listed below. Please note: no one is allowed to place a fraud alert on your credit report except you.

General contact information for each agency:

Equifax	Experian	TransUnion
P.O. Box 105069	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348-5069	Allen, TX 75013	Chester, PA 19016-2000
1-866-349-5191	888-397-3742	800-888-4213
<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.transunion.com">www.transunion.com</a>

To add a fraud alert:

Equifax	(888) 202-4025, Option 6 or	<a href="https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/">https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/</a>
Experian	(714) 830-7000, Option 2 or	<a href="https://www.experian.com/fraud/center.html">https://www.experian.com/fraud/center.html</a>
TransUnion	(800) 916-8800, Option 0 or	<a href="https://www.transunion.com/fraud-alerts">https://www.transunion.com/fraud-alerts</a>

You may also place a security freeze on your credit reports, free of charge. A security freeze, also known as a "credit freeze," prohibits a credit bureau from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. Unlike a fraud alert, you must separately place a security freeze on your credit file at **each** bureau. You can use the following addresses and contact information to place a security freeze with each major credit bureau:

**Equifax Security Freeze.** 1-888-298-0045. P.O. Box 1057881, Atlanta, GA 30348-0241. [www.equifax.com/personal/credit-report-services/credit-freeze](http://www.equifax.com/personal/credit-report-services/credit-freeze);

**Experian Security Freeze.** 1-888-EXPERIAN or 1-888-397-3742. P.O. Box 9554, Allen, TX 75013. [www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html); or

**TransUnion.** 1-800-680-7289. Fraud Victim Assistance Division, P.O. Box 2000, Chester, PA 19016-2000. [www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

The Federal Trade Commission also provides additional information about credit freezes here: <https://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs>.

In order to request a security freeze, you may need to supply your full name (including middle initial, as well as Jr., Sr., II, III, etc.), date of birth, Social Security number, all addresses for up to five previous years, email address, a copy of your state identification card or driver's license, and a copy of a utility bill, bank or insurance statement, or other statement to show proof of your current address. If you are a victim of identity theft, include a copy of the police report, investigative report, or complaint to a law enforcement agency concerning your identity theft.

The credit reporting agencies must place a security freeze on your credit report within one (1) business day after receiving a request by phone or secure electronic means, and within (3) business days after receiving your request by mail. The credit bureaus must then send written confirmation to you within five (5) business days of placing the security freeze, along with information about how to remove or lift the security freeze in the future.

You can further educate yourself regarding identity theft, fraud alerts, freezes, and the steps you can take to protect yourself by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission encourages those who discover their information has been misused to file a complaint with them. Instances of known or suspected identity theft should be reported to law enforcement or your state Attorney General as well.

The Federal Trade Commission can be reached at:

Federal Trade Commission  
Consumer Resource Center  
600 Pennsylvania Avenue NW Washington, DC 20580  
1-877-ID-THEFT (1-877-438-4338)  
TTY: 1-866-653-4261  
[www.identitytheft.gov](http://www.identitytheft.gov) or [www.ftc.gov](http://www.ftc.gov)

#### **OTHER IMPORTANT INFORMATION**

You may file a report with your local police or the police in the community where the identity theft took place. You are entitled to request a copy of your police report filed in that matter.

##### **California residents:**

You can visit the California Office of Privacy Protection ([www.oag.ca.gov/privacy](http://www.oag.ca.gov/privacy)) for additional information on protection against identity theft.

##### **Iowa residents:**

You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

##### **Kentucky residents:**

Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601; phone: 1-502-696-5300; [ag.ky.gov](http://ag.ky.gov)

##### **Maryland residents:**

You may obtain information about avoiding identity theft at: Office of the State of Maryland Attorney General 200 St. Paul Place Baltimore, MD 21202; phone: 1-888-743-0023; [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov).

##### **New Mexico residents:**

The Fair Credit Reporting Act (FCRA) provides certain rights in addition to the right to receive a copy of your credit report (including a free copy once every 12 months), including the right to ask for a credit score, dispute incomplete or inaccurate information, limit "prescreened" offers of credit and insurance, be told if information in your credit file has been used against you, and seek damages from violators. You may have additional rights under the FCRA not summarized here, and identity theft victims and active duty military personnel have specific additional rights pursuant to the FCRA. You can review these rights by visiting [www.consumerfinance.gov/f/201904\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201904_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

##### **New York residents:**

The Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; phone: 1-800-771-7755; <https://ag.ny.gov/>.

##### **North Carolina residents:**

You may obtain information about avoiding identity theft at: North Carolina Attorney General's Office 9001 Mail Service Center Raleigh, NC 27699-9001; phone: 919-716-6400; [www.ncdoj.gov](http://www.ncdoj.gov)

##### **Oregon residents:**

You may obtain information about avoiding identity theft at: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096; phone: 1-877-877-9392; [www.doj.state.or.us/](http://www.doj.state.or.us/).

##### **Rhode Island residents:**

You may obtain information about preventing and avoiding identity theft from Rhode Island's Attorney General Office: Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903; phone: 401-274-4400; <http://www.riag.ri.gov>.

##### **Washington D.C. residents:**

You may obtain information about avoiding identity theft at: Office of the Attorney General for the District of Columbia, 441 4th Street, NW, Washington, DC 20001; phone: 202-727-3400; <https://oag.dc.gov/>.

##### **Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey and Vermont residents:**

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit bureaus directly to obtain such additional report(s).