

<Date>

<Name>

<Address>

Dear <Name>:

Tufts Health Plan is committed to protecting the security and confidentiality of health information we gather in providing services to you. We are writing in follow-up to your notification to us on October 31, 2022, that you received a plan information letter that included your social security number in the address section of the windowed envelope. Please read this letter carefully and be sure to contact us with any questions or concerns you may have.

Tufts Health Plan has identified that the social security number was manually entered into an enrollment file and uploaded into our systems. Our systems did not identify the social security number in the address field when the letter was prepared for mailing. We did not identify any additional mailings that included the social security number in the address field. Upon being notified by you, Tufts Health Plan and the group health plan immediately corrected the member's address in their systems.

In response to this incident, Tufts Health Plan has provided you with free access to identity monitoring through Kroll, as more fully described below:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

Web Watcher

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

We believe these steps will be effective in mitigating any potential harm to you. As always, we encourage you to review your Activity Summaries carefully and report any questionable activity to us immediately.

Massachusetts state law advises you that you have the right to obtain a police report. Further, you have the right to obtain a security freeze on your credit report free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. To request a

security freeze be placed on your credit report, please be prepared to provide any or all of the following: your full name, social security number, address(es), date of birth, a copy of a government issued identification card, a copy of a utility bill, bank or insurance information, or anything else the credit reporting agency needs to place the security freeze.

Security Freeze (also known as a Credit Freeze). Following is general information about how to request a security freeze from the three credit reporting agencies. While we believe this information is accurate, you should contact each agency for the most accurate and up-to-date information. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware 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. In addition, in some states, the agency cannot charge you to place, lift or remove a security freeze. There might be additional information required, and as such, to find out more information, please contact the three nationwide credit reporting agencies (contact information provided below).

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze

**TransUnion Security Freeze &
Fraud Victim Assistance Dept.**

P.O. Box 1000
Chester, PA 19016
<https://www.transunion.com/credit-freeze>

We sincerely apologize that this incident occurred and remain committed to safeguarding the privacy and security of information in our possession. If you have any questions regarding this incident that are not addressed in this letter, please contact me at the phone number or email address listed below.

Sincerely,



Christopher J. Walsh
VP, Privacy & Fraud Prevention and Recovery
781-612-2508 | Christopher.Walsh@point32health.org

