

Tufts Health Plan
1 Wellness Way
Canton, MA 02021
Phone: 781 612 1000
Toll free: 800 246 5900
tuftshealthplan.org



July 12, 2023

<insert name>

<insert address>

Dear <insert 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 to inform you that an enrollment report that was meant for your employer Rogerson Communities on June 6, 2023, was mistakenly sent to another employer group which contained the following information: your name, date of birth (DOB), address, plan ID # and your Social Security number. Please read this letter carefully.

Tufts Health Plan determined that the incident potentially resulted in the unauthorized disclosure of your Personal Information. Upon being notified by the incorrect employer group, Tufts Health Plan received written attestation that the employer who received the report has destroyed the information they received in error.

In response to this incident, Tufts Health Plan is providing you with the opportunity to register for two (2) years of complimentary credit monitoring and identity protection services through IDX. Although we are making these services available to you, we are unable to enroll you directly.

Go to <https://app.idx.us/account-creation/protect> [app.idx.us] and follow the instructions for enrollment using your Enrollment Code:

The credit monitoring and identity theft protection services are more fully described below:

MyIDCare will include two-year enrollments into the following service components:

SINGLE BUREAU CREDIT MONITORING (adults*) - Monitoring of credit bureau for changes to the member's credit file such as new credit inquires, new accounts opened, delinquent payments, improvements in the member's credit report, bankruptcies, court judgments and tax liens, new addresses, new employers, and other activities that affect the member's credit record.

CYBERSCANTM - Dark Web monitoring of underground websites, chat rooms, and malware, 24/7, to identify trading or selling of personal information like SSNs, bank accounts, email addresses, medical ID numbers, driver's license numbers, passport numbers, credit and debit cards, phone numbers, and other unique identifiers.

IDENTITY THEFT INSURANCE - Identity theft insurance will reimburse members for expenses associated with restoring their identity should they become a victim of identity theft. If a member's identity is compromised, the policy provides coverage for up to \$1,000,000, with no deductible, from an A.M. Best "A-rated" carrier. Coverage is subject to the terms, limits, and/or exclusions of the policy.

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FULLY-MANAGED IDENTITY RECOVERY - ID Experts' fully-managed recovery service provides restoration for identity theft issues such as (but not limited to): account creation, criminal identity theft, medical identity theft, account takeover, rental application, tax fraud, benefits fraud, and utility creation. This service includes a complete triage process for affected individuals who report suspicious activity, a personally assigned IDCare Specialist to fully manage restoration of each case, and expert guidance for those with questions about identity theft and protective measures.

We believe these steps will be effective in mitigating any potential harm to you. As always, we encourage you to review your explanation of benefits 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>

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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,

A handwritten signature in black ink that reads "Christopher J. Walsh".

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