

**Tufts Health Plan**  
1 Wellness Way  
Canton, MA 02021  
tuftshealthplan.com

30567



<Inserted Name>  
<Inserted Address>

THIS PAGE IS INTENTIONALLY BLANK TO HELP PRESERVE PRIVACY.

September 8, 2023

[REDACTED]

Dear <Inserted 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 of an issue related to the handling of your personal information. On July 27, 2023, an employer group offering a health plan through Harvard Pilgrim Health Care, a Tufts Health Plan affiliate, notified us that you were appearing in their online account as incorrectly enrolled in their plan. Please read this letter carefully.

Tufts Health Plan determined that this incident resulted in the unauthorized disclosure of your personal information. Upon being notified by the employer group, your information was immediately removed from the employer group's account. Based on our investigation, the information that was disclosed to the employer group included your name, address, date of birth, and social security number.

In response to this incident, Tufts Health Plan will provide you with access to free credit monitoring through [Inserted Name], as more fully described below and attached at the end of this notification letter.

[Inserted Credit monitoring language]

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).

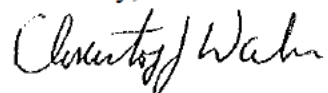
Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com/freeze](http://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,



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1 Wellness Way  
Canton, MA 02021  
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