



10 Chestnut St.  
Worcester, MA 01608

## IMPORTANT PLAN INFORMATION

December 4, 2023

Dear [REDACTED]:

We are writing to let you know about a privacy issue involving some of your Protected Health Information (PHI). On 11/21/2023, we confirmed that your PHI was incorrectly sent to another individual via email on 11/1/2023. As a result of this, we believe that your PHI may have been viewed unauthorized individuals. The PHI that may have been viewed includes:

- Your name
- Your address
- Your Date of Admission to your current facility
- Your Social Security Number

We deeply regret this incident and any inconvenience or concern that it may cause. Upon discovery, we took prompt action to investigate the matter. At this time, we have no reason to believe your information is being used inappropriately, and the person who received the information has destroyed such. However, Fallon recommends that you regularly review your bank, credit card statements and any and all mail you receive from Fallon Health about your account. If you notice any suspicious activity, please immediately contact your financial institution, credit card company or Fallon's Privacy Officer at the number or address provided below.

Please know Fallon Health takes this matter very seriously and is committed to protecting the privacy and security of our members' information, and we hope to regain your trust. We are reinforcing existing policies and practices, including education and training—and evaluating additional safeguards—to help prevent a similar incident from occurring in the future. We have also enclosed information about reducing your chances of identity theft and will offer you 18 months of credit monitoring at no cost.

Again, we deeply regret any inconvenience or concern this incident may cause. If you have any questions or are interested in the credit monitoring, please call Fallon's Privacy Officer at (508) 368-9838. You may also write to the Privacy Officer, Fallon Health, 10 Chestnut Street, Worcester, MA 01608.

Sincerely,

Katrin Sanford, LMFT, CHC, CHPC  
Privacy Officer  
Fallon Health

*Enclosure: Additional Actions to Help Reduce Your Chances of Identify Theft*

## ADDITIONAL ACTIONS TO HELP REDUCE YOUR CHANCES OF IDENTITY THEFT

### ➤ **PLACE A 90-DAY FRAUD ALERT ON YOUR CREDIT FILE**

An **initial 90 day security alert** indicates to anyone requesting your credit file that you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the lender should take steps to verify that you have authorized the request. If the creditor cannot verify this, the request should not be satisfied. You may contact one of the credit reporting companies below for assistance.

**Equifax**  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

**Experian**  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**  
1-800-680-7289  
[www.transunion.com](http://www.transunion.com)

### ➤ **PLACE A SECURITY FREEZE ON YOUR CREDIT FILE**

If you are very concerned about becoming a victim of fraud or identity theft, a security freeze might be right for you. Placing a freeze on your credit report will prevent lenders and others from accessing your credit report entirely, which will prevent them from extending credit. With a Security Freeze in place, you will be required to take special steps when you wish to apply for any type of credit. This process is also completed through each of the credit reporting companies.

### ➤ **ORDER YOUR FREE ANNUAL CREDIT REPORTS**

Visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 877-322-8228.

Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

### ➤ **MANAGE YOUR PERSONAL INFORMATION**

Take steps such as: carrying only essential documents with you; being aware of whom you are sharing your personal information with and shredding receipts, statements, and other sensitive information.

### ➤ **USE TOOLS FROM CREDIT PROVIDERS**

Carefully review your credit reports and bank, credit card and other account statements. Be proactive and create alerts on credit cards and bank accounts to notify you of activity. If you discover unauthorized or suspicious activity on your credit report or by any other means, file an identity theft report with your local police and contact a credit reporting company.

### ➤ **OBTAIN MORE INFORMATION ABOUT IDENTITY THEFT AND WAYS TO PROTECT YOURSELF**

- Visit <http://www.experian.com/credit-advice/topic-fraud-and-identity-theft.html> for general information regarding protecting your identity.
- The Federal Trade Commission has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).