



# The Commonwealth of Massachusetts Group Insurance Commission

P.O. Box 8747  
Boston, Massachusetts 02114-8747



(617) 727-2310  
Fax (617) 227-2681  
TTY (617) 227-8583  
[www.mass.gov/gic](http://www.mass.gov/gic)

April 15, 2008

Scott D. Schafer, Esquire  
Office of the Attorney General  
Consumer Protection Division  
100 Cambridge Street  
Boston, MA 02114

Dear Attorney Schafer:

Pursuant to Mass. General Laws chapter 93H, s. 3(b), I am writing to notify your agency of events that were reported to the Group Insurance Commission (GIC) by UniCare, one of the GIC's health plans, in which a breach in personal information protection laws occurred when such data appeared temporarily, on two occasions on the Internet.

The GIC became aware of the breach on April 7, 2008, when according to information supplied by UniCare, the information released included names, social security numbers, dependent information of those enrolled under the member's healthcare plan, and coverage specific information. However, no medical information has been released. Although the matter involved 29 Massachusetts residents, only one is insured with the GIC, and as such, the GIC is the owner and licensor of that person's data.

The GIC has taken the following steps relating to this incident:

1. Sent the enclosed letters to the Office of Consumer Affairs and Business Regulation, the Division of Public Records, and informed the Information Technology Division of the situation;
2. Sent the enclosed letter to the resident who is insured with the GIC; and
3. Been in frequent communication with UniCare regarding this breach.

If we learn of any additional information, we will report it to you as we learn of it. Please do not hesitate to contact me at (617) 727-2310 x 7022 if you require additional information.

Sincerely,

Joan E. Kelley  
Associate General Counsel



Enclosures

cc: Lisa Boodman, General Counsel  
Dolores L. Mitchell, Executive Director  
David Sullivan, General Counsel, A&F  
Jan Fogel, Deputy General Counsel, A&F  
Linda Hamel, General Counsel, ITD  
David Murray, General Counsel, OCABR



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April 15, 2008

Daniel Crane, Undersecretary  
Office of Consumer Affairs  
and Business Regulation  
Ten Park Plaza, Suite 5170  
Boston, MA 02116

Dear Secretary Crane:

Pursuant to Mass. General Laws chapter 93H, s. 3(b), I am writing to notify your agency of events that were reported to the Group Insurance Commission (GIC) by UniCare, one of the GIC's health plans, in which a breach in personal information protection laws occurred when such data appeared temporarily, on two occasions on the Internet.

The GIC became aware of the breach on April 7, 2008, when according to information supplied by UniCare, the information released included names, social security numbers, dependent information of those enrolled under the member's healthcare plan, and coverage specific information. However, no medical information has been released. Although the matter involved 29 Massachusetts residents, only one is insured with the GIC, and as such, the GIC is the owner and licensor of that person's data.

The GIC has taken the following steps relating to this incident:

1. Sent the enclosed letters to the Attorney General's Office, the Division of Public Records, and informed the Information Technology Division of the situation;
2. Sent the enclosed letter to the resident who is insured with the GIC; and
3. Been in frequent communication with UniCare regarding this breach.

We will keep you apprised if we learn of any new information. Please inform us as to procedures to follow in case the GIC is required to notify any relevant consumer reporting agencies or other state agencies. Please do not hesitate to contact me if you require additional information at (617) 727-2310, ext. 7022.

Sincerely,

Joan E. Kelley,  
Associate General Counsel





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April 15, 2008

Ms. [REDACTED]

Dear [REDACTED]

Pursuant to Mass. General Laws, chapter 93H s. 3(b), I am writing to notify you of events that occurred when one of the Group Insurance Commission's (GIC) health care plans, Unicare, reported to us that your personal information was breached.

The purpose of this notice is to inform you of your rights as a result of this breach, including placing a security freeze on your credit report.

1. You have the right to file and then obtain a copy of a police report from your local police department.
2. You have the right to place a security freeze on your credit report, under Mass. General Laws, chapter 93 s.56(b) prohibiting a credit reporting agency from releasing any information from the report without your written authorization, and preventing credit, loans or services from being approved in your name without your consent.

You should be aware that using a security freeze may delay, interfere with, or prevent the timely approval of any subsequent request or application you make regarding new loans, credit, mortgage, insurance, government services or payments, rental housing, employment, investment, license, cellular phone, utilities, digital signature, internet credit card transactions, or other services, including an extension of credit at point of sale.

When you place a security freeze on your consumer report, within 5 business days of receiving your request for a security freeze, the consumer reporting agency shall provide you with a personal identification number or password to use if you choose to remove the freeze on your consumer report or to authorize the release of your consumer report to a specific party or for a specified period of time after the freeze is in place. To provide that authorization, you must contact the consumer reporting agency and provide the following:-

- (1) the personal identification number or password provided by the consumer reporting agency;



(2) proper identification to verify your identity; and

(3) the third party or parties who are to receive the consumer report or the specified period of time for which the report shall be available to authorized users of the consumer report.

A consumer reporting agency that receives a request from a consumer to lift a freeze on a consumer report will comply with the request not later than 3 business days after receiving the request. For more information about obtaining a security freeze, please contact the Commonwealth's Office of Consumer Affairs and Business Regulation at (617) 973-8787.

Finally, attached, please find detailed information regarding the type of information you will be required to provide a consumer reporting agency, and the fees you will be required to pay for a security freeze to any of the consumer reporting agencies.

Sincerely,



Joan E. Kelley

Associate General Counsel

cc: Lisa Boodman, General Counsel  
Dolores L. Mitchell, Executive Director  
David Sullivan, General Counsel, A&F  
Jan Fogel, Deputy General Counsel, A&F  
Linda Hamel, General Counsel, ITD  
Scott Schafer, Assistant Attorney General, Consumer Protection Div.  
David Murray, General Counsel, OCABR

## Security Freezes

To request a security freeze from **Experian**, log on to [www.experian.com/freeze](http://www.experian.com/freeze) or send all of the following to Experian Security Freeze, P.O. Box 9554, Allen, TX 75013: full name, with middle initial and generation, such as JR, SR, II, III, etc.; Social Security number; date of birth (month, day and year); current address and previous addresses for the past two years; and \$5 fee. However, victims of identity theft are not required to pay a fee for this service. In addition, enclose one copy of a government issued identification card, such as a driver's license, state or military ID card, etc., and one copy of a utility bill, bank or insurance statement, etc. Make sure that each copy is legible (enlarge if necessary), displays your name and current mailing address, and the date of issue (statement dates must be recent). We are unable to accept credit card statements, voided checks, lease agreements, magazine subscriptions or postal service forwarding orders as proof.

To request a security freeze from **Equifax**, you must submit a written request must with the following information: (1) name; (2) address; (3) date of birth; (4) social security number; (5) proof of current address such as a current utility bill; (6) Payment of \$5 fee to request a security freeze of your credit file. However, victims of identity theft are not required to pay a fee for this service. We accept personal checks, American Express, Mastercard, VISA, and Discover Cards for payment of fees. If you are paying by credit card, please include the following information: (a) Name of the person as it appears on the credit card; (b) type of credit card (American Express, Mastercard, VISA, or Discover Card; (c) Complete account number; (d) Expiration data (month and year); (e) For American Express - 4 digit Card Identification Number (on front of card above the account number); (f) For Mastercard, VISA, or Discover Card - 3 digit Card Identification Number (on back of card at the end of the account number. Please do not send cash through the mail. Please send your request information via certified mail to the following address: Equifax Security Freeze, P.O. Box 105788, Atlanta, Georgia 30348.

To request a security freeze from **TransUnion** you must submit a written request via overnight mail. Your request must include your name, address, Social Security Number and a credit card number and expiration date to pay a \$5 fee for the service. However, victims of identity theft are not required to pay a fee for this service. Please also include proof of your current residence, such as a state issued identification card or driver's license. Once your request is received, the Security Freeze will be added within the time required by your state. You will be provided with an information letter including a Personal Identification Number (PIN). Mail your written request to: TransUnion, Fraud Victim Assistance Department, P.O. Box 6790 Fullerton, CA 92834.