



The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
One Ashburton Place
Boston, MA 02108

MassHealth

DEVAL L. PATRICK
Governor

JUDYANN BIGBY, M.D.
Secretary

TIMOTHY P. MURRAY
Lieutenant Governor

THOMAS R. DEHNER
Medicaid Director

August 20, 2009

Attorney General Martha Coakley
Office of the Attorney General
One Ashburton Place
Boston, MA 02108

Dear Attorney General Coakley:

Pursuant to M.G.L. c. 93H, we are writing to notify you of an unauthorized access of personal information involving Massachusetts residents.

On March 11, 2009, the Executive Office of Health and Human Services (EOHHS) was notified by a MassHealth member that he had received a letter in the mail that was intended for another MassHealth member. The letter was identified as a "CAP AMT" letter. Such letters are sent to notify MassHealth members of the amount of money they must contribute towards their child/children's health care before MassHealth reimbursement applies to additional out of pocket expenses. The CAP AMT letters contain the name of the head of the household, address and her/his social security number.

Shortly thereafter, EOHHS contacted the University of Massachusetts Medical School (UMMS), who administers the MassHealth Premium Assistance program on behalf of EOHHS. UMMS responsibilities include the creation and mailing of the CAP-AMT letters.

UMMS staff determined that the letter received in error had been incorrectly addressed. UMMS further determined that there were 10 letters that had been incorrectly addressed, each containing the name and social security number of different MassHealth members. EOHHS is sending 93H notification letters to each of the 10 affected members. A copy of the notification letter is attached.

UMMS has implemented a quality assurance check by a manager to ensure that the addressees on the letters match the addresses on the envelope. In addition, UMMS no longer includes social security numbers on CAP AMT letters.

A copy of this notice is being sent to the Director of the Office of Consumer Affairs and Business Regulation, the Information Technology Division, and the Division of Public Records.

Should you have questions or require additional information concerning this matter, please contact Marsha Shepard, EOHHS Chief Privacy Officer by telephone at 617-210-5380.

Sincerely,

Thomas Dehner
Medicaid Director



THE COMMONWEALTH OF MASSACHUSETTS
Executive Office of Health and Human Services
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[REDACTED]
[REDACTED]
Dear [REDACTED]

We are writing to notify you that an unauthorized acquisition of your personal information occurred on or about February 26, 2009.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. However, no police report was filed in this matter.

Massachusetts law also allows consumers to place a security freeze on their credit reports. 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.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013

Trans Union Security Freeze Fraud Victim Assistance Department
P.O. Box 6790

Fullerton, CA 92834

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) **and** the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) **and** the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

If you would like additional information concerning this incident, please contact EOHHS Chief Privacy Officer Marsha Shepard at (617) 210-5308.

Sincerely,



Tom Dehner
Medicaid Director