



[DATE]

[MEMBER NAME]

[ADDRESS 1]

[ADDRESS 2]

[CITY] [STATE], [ZIP]

RE: Notification of Privacy Breach

Dear Aetna Member:

We are writing to notify you of a privacy breach that involved a limited amount of your health information.

Here is what happened:

On April 27, 2017, Aetna became aware of a concern involving two Aetna web services used to display plan-related documents to members and other intended recipients. These web services operate in connection with a secure user interface. After proper login credentials are provided to the interface, a plan-related document such as an Explanation of Benefits can be displayed. The services in question display each such requested document at a unique, document-specific Uniform Resource Locator (“URL”) – a particular location on the World Wide Web.

In some instances, login credentials were not required to access these URLs. As a result, automated processes used by certain Internet search engines (e.g., Google) were able to catalog the unique URLs, making them searchable on the Internet. Some of your plan-related documents were cataloged in this manner and made available for a period of time through these search engines.

How Aetna responded:

Upon discovery of the incident, we promptly took steps to minimize any exposure of your information. For example, we quickly implemented and tested additional technical safeguards to block search engines from cataloging documents. We also worked with multiple search engines to remove links to these documents from their search results and to delete all “cached” or stored images of such documents.

Types of information involved:

Aetna determined that the information cataloged by the search engines generally included member names, Aetna member identification numbers, provider information, claim payment amounts, and in some cases procedure/service codes and dates of service. Please note that your Social Security number, bank account information, and credit card information were not

involved or affected in any way. Further, we are not aware of any evidence that indicates any misuse of your information.

We take the privacy of member information very seriously and deeply regret that this incident occurred. If you have any questions, please call 866-721-2290 during the hours of 8:00AM to 6:00PM EST.

Sincerely,

Aetna