

August 23, 2019

[REDACTED]

RE: 187170

**NOTICE OF DATA BREACH**

[REDACTED];

We are writing to notify you, a valued member, of a recent incident involving some of your personal information.

**What Happened?**

On July 2, 2019 Humana's Privacy Office was notified that on July 1, 2019 that your personal information contained on the MyHumana portal was erroneously made available to another Humana member. A Humana member contacted our Customer Service Team for assistance with accessing their MyHumana account. The member had a similar Humana.com user identification log in as you. The Humana Customer Service Associate failed to accurately authenticate a member, which resulted in the password on your MyHumana account being reset in error.

**What Information Was Involved?**

Your name, address, Humana Identification number, claims information, provider information, and benefit information were potentially viewed by another Humana member.

**What Are We Doing?**

While Humana has policies and procedures in place to maintain the security of your information, we are taking additional steps by coaching the associate responsible for this error and retraining everyone in the department to ensure this doesn't happen again.

**What You Can Do**

We have no reason to believe that someone has stolen your personal information as a result of the incident that took place. But, should you notice any change in your explanation of benefit (EOB) letters, SmartSummary or medical records that you did not know about, please tell us right away at the number listed below.

We want you to know that at Humana we take seriously our responsibility to ensure the security of your information. We regret any concern this incident may have caused. You have privacy rights under a Federal



law that protects your health information. It is important for you to know you can exercise these rights, ask questions about them, and file a complaint if you think Humana has not taken adequate steps to protect your health information.

Humana respects your right to file a complaint with us or with the Department of Health and Human Services through the Office of Civil Rights at:

**Andrea Oliver, Regional Manager HHS/Office for Civil Rights**  
**1961 Stout Street**  
**Room 08-148**  
**Denver, CO 80294**  
**Customer Response Center: (800) 368-1019**  
**Fax: (202) 619-3818**  
**TDD: (800) 537-7697**  
**Email: [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)**

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.

#### **For More Information**

If you have any questions or need any help with anything mentioned in this letter, please contact us by e-mail at [awolf2@humana.com](mailto:awolf2@humana.com) or contact Customer Service at 1-800-457-4708. You may also obtain assistance by logging in to [www.humana.com](http://www.humana.com). If you have a speech or hearing impairment and use a TTY, call **1-800-833-3301**. In addition, please notify our Privacy Office if you believe your information is being used (e.g. identity theft) by another party so that we can work with you and law enforcement officials to promptly investigate the matter.

Again, please accept our sincere apology for this incident. We value your membership and work hard to protect your information.

Sincerely,

Alex Wolf  
Humana, Inc.  
Privacy Office  
1-502-580-1135

Enclosures

## Discrimination is against the law

Humana Inc. and its subsidiaries comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Humana Inc. and its subsidiaries do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Humana Inc. and its subsidiaries provide: (1) free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate; and, (2) free language services to people whose primary language is not English when those services are necessary to provide meaningful access, such as translated documents or oral interpretation.

If you need these services, call **1-877-320-1235** or if you use a **TTY**, call **711**.

If you believe that Humana Inc. and its subsidiaries have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618.

If you need help filing a grievance, call **1-877-320-1235** or if you use a **TTY**, call **711**.

You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019**, **800-537-7697 (TDD)**.

Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>

## Multi-Language Interpreter Services

**ATTENTION:** If you do not speak English, language assistance services, free of charge, are available to you. Call **1-877-320-1235 (TTY: 711)**.... **ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-320-1235 (TTY: 711)**.... **注意:** 如果您使用繁體中文, 您可以免費獲得語言 援助服務。請致電 **1-877-320-1235 (TTY: 711)**。... **CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-877-320-1235 (TTY: 711)**.... **주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-877-320-1235 (TTY: 711)**번으로 전화해 주십시오.... **PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-877-320-1235 (TTY: 711)**.... **Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-320-1235 (телетайп: 711)**.... **ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-877-320-1235 (TTY: 711)**.... **ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-877-320-1235 (ATS: 711)**.... **UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-877-320-1235 (TTY: 711)**.... **ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-877-320-1235 (TTY: 711)**.... **ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-877-320-1235 (TTY: 711)**.... **ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-877-320-1235 (TTY: 711)**.... **注意事項:** 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-877-320-1235 (TTY: 711)**まで、お電話にてご連絡ください。... **اب:** دشاب یم مهارف امش یارب ناگیار تر وصب ینایز تلایهست ،دینک یم وگتنگ یسراف نابز هب رگا: هجوت ... **دیر یگب سامت:** **1-877-320-1235 (TTY: 711)** **مقرب لصتا:** ناچملا ب کل رفوتت یمو غلا ٺد عاسملا تامدخ نابف ،ٺغلا رکذا ٺدحتت تنک اذا :ٺظو حلم **711:** **مکبلاو:** **1-877-320-1235 (TTY: 711)**.... **اصلا فتاه مقر:**



Privacy Office  
101 E. Main Street  
Louisville, KY 40202  
[Humana.com](http://Humana.com)