



August 28, 2018

«First\_Name» «Last\_Name»  
«Street\_Address»  
«City», «State» «Zip\_Code»

Re: Disclosure of Personal Health Information

Dear «First\_Name»:

I would like to inform you about a recent disclosure of your personal health information by PacificSource Health Plans that might affect you. For most members the breached data included such items as names, birth dates and other demographic data. Other data might include social security numbers, addresses and application information. We believe that this data was inadvertently disclosed to another member through the InTouch for Members website. The incident was discovered on July 13, 2018. PacificSource is reporting this disclosure to all federal and state required agencies.

There has been no indication that the data has been used for malicious purposes, however, we are notifying every person who might be affected. We are truly sorry for the concern and inconvenience that this situation will cause you. We have numerous measures in place to prevent unauthorized access and will extend our efforts even further to make sure this type of situation cannot happen again.

The following are steps that experts advise you can take now to protect yourself from identity theft:

1. Contact the fraud departments of any one of three major credit bureaus listed below to place a fraud alert on your file. The fraud alert requests that creditors contact you before opening any new accounts or making any changes to your existing accounts. You only need to call one credit bureau. As soon as it confirms your fraud alert, the other two credit bureaus will be automatically notified to place fraud alerts.

Equifax	800-525-6285	<a href="http://www.equifax.com">www.equifax.com</a>
Experian	888-397-3742	<a href="http://www.experian.com">www.experian.com</a>
Trans Union	800-680-7289	<a href="http://www.transunion.com">www.transunion.com</a>

2. Request copies of your credit reports, which are available free of charge annually. Once you receive them, please review the information carefully. Make sure no fraudulent accounts have been opened in your name. Check to see if unauthorized changes have been made to your existing accounts. You might also want to periodically check your

reports. To obtain a free copy of your credit report go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228.

3. If you find a problem on your credit report, please contact the business for any accounts that have been tampered with or opened fraudulently. Ask to speak to a representative in the security or fraud department, and follow up in writing. Then, if the tampering or fraud is confirmed, you should also file a report with your local police department.

If you should need help, information, or assistance with credit bureaus, please call our hot line at **888-977-9299** or go to our website at [www.pacificsource.com](http://www.pacificsource.com). We will be updating our website as more information becomes available.

Please accept our sincere apologies for this incident. We truly appreciate your understanding and are very sorry that this happened.

Sincerely,

Wendy Carver

Corporate Compliance Officer

PacificSource Health Plans