



DAVID MAXWELL-JOLLY  
*Director*

State of California—Health and Human Services Agency  
Department of Health Care Services



ARNOLD SCHWARZENEGGER  
*Governor*

**February 6, 2010**

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JOHN SAMPLE  
1234 ANYWHERE ST  
SACRAMENTO, CA 90001-1111

RE: Privacy Incident

Dear JOHN SAMPLE,

This is to inform you that the Department of Health Care Services (DHCS) received notification on February 4, 2010, about a recent incident involving your personal information.

On February 1, 2010, the DHCS mailed a letter to you related to the Adult Day Health Care Program. On February 4<sup>th</sup>, DHCS learned the letter mistakenly included your Social Security number (SSN) in your address that was printed on the outside of the envelope. Though the SSN was printed on the outside of the envelope, it did not contain spaces or dashes. Thus, to people other than yourself it may appear to be a random 9-digit number.

**What information is at risk?**

Social Security Number

**Has my information been misused?**

There is no indication that your information has been used by an unauthorized party. We are providing you this notice because it is possible that someone could use your information to commit identity theft. We want to let you know what you can do to protect yourself from the risk of identity theft.

**What should I do now?**

We recommend that you shred the envelope instead of discarding it in the trash, and that you immediately place a free fraud alert on your credit files. To do this, make a toll-free call to any one of the three credit bureaus listed below (Experian, Trans Union or Equifax) to receive instructions about obtaining a free copy of your credit reports and have a free fraud alert placed on your credit files. A fraud alert can help prevent an identity thief from using the information to open new accounts or modify information from existing accounts. Experian also allows you to file a fraud alert online.

<b>Credit Bureau Fraud Departments</b>			
	<b>Experian</b>	<b>Trans Union</b>	<b>Equifax</b>
Phone	1-888-397-3742	1-800-680-7289	1-800-525-6285
TDD	1-800-972-0322	1-877-553-7803	1-800-255-0056 & ask for Auto Disclosure Line, 1-800-685-1111
Address	P.O. Box 9554 Allen, TX 75013	P.O. Box 6790 Fullerton, CA 92834	P.O. Box 740241 Atlanta, GA 30374-0241
Website	<a href="http://www.experian.com">www.experian.com</a> Online fraud alert: <a href="http://www.experian.com/consumer/fraud_faqs.html">http://www.experian.com/consumer/fraud_faqs.html</a>	<a href="http://www.transunion.com">www.transunion.com</a>	<a href="http://www.equifax.com">www.equifax.com</a>

The credit bureaus will ask for your social security number and other information in order to identify you and avoid sending your credit report to the wrong person. Once you have contacted one of the credit bureaus you will soon receive a letter from each bureau confirming the fraud alert and telling you how to order a free copy of your credit report. When you get the report, look for personal information, such as home address and social security number that are not accurate. If you see anything you do not understand, call the credit-reporting agency at the telephone number on the report.

**What happens if I become a victim of identity theft?**

If you do find suspicious activity on the credit reports, you will need to contact the creditors involved and report the crime to your local police or sheriff's office and file a police report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up the inaccuracies.

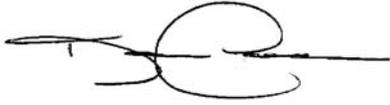
**What is DHCS doing now to protect my personal information?**

The DHCS has already taken immediate action to prevent errors such as this from occurring. The DHCS is ensuring that stringent procedures for protecting beneficiary information are followed and the mailing vendor has implemented additional quality control measures.

For more information on identity theft, you may visit the web site of the California Office of Privacy Protection at [www.privacy.ca.gov](http://www.privacy.ca.gov).

We regret this incident occurred and we are sorry for the inconvenience this has caused. The DHCS and its mailing vendor are taking this matter very seriously and have already taken steps to ensure that this does not occur in the future. If there is anything we can do to assist you in this matter, please call this toll-free telephone number: **1-866-866-0602**.

Sincerely,

A handwritten signature in black ink, appearing to be 'K. Johnson', written over a horizontal line.

Karen Johnson  
Chief Deputy Director, Policy and Program Support  
Department of Health Care Services

cc:  
Jane Lamborn Esq.  
Privacy Officer  
Office of Legal Services, MS 0010  
Department of Health Care Services  
1501 Capitol Avenue  
Sacramento, CA 95814





## Privacy Protection Recommendations

### What to Do If Your Personal Information Is Compromised

Contact the three credit bureaus.

- 1** You can report the potential identity theft to all three of the major credit bureaus by calling any one of the toll-free fraud numbers below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three bureaus. You will also be sent instructions on how to get a copy of your report from each of the credit bureaus.

Trans Union 1-800-680-7289    Experian 1-888-397-3742    Equifax 1-800-525-6285

What it means to put a fraud alert on your credit file.

- 2** A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that there may be fraud on the account. This alerts the merchant to take steps to verify the identity of the applicant. A fraud alert lasts 90 days and can be renewed.

Review your credit reports. Look through each one carefully.

- 3** Look for accounts you don't recognize, especially accounts opened recently. Look in the inquiries section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store names. The credit bureau will be able to tell you when that is the case. You may find some inquiries identified as "promotional." These occur when a company has obtained your name and address from a credit bureau to send you an offer of credit. Promotional inquiries are not signs of fraud. (You are automatically removed from lists to receive unsolicited offers of this kind when you place a fraud alert.) Also, as a general precaution, look in the personal information section for any address listed for you where you've never lived.

If you find items you don't understand on your report, call the credit bureau at the number on the report.

- 4** Credit bureau staff will review your report with you. If the information can't be explained, then you will need to call the creditors involved and report the crime to your local police or sheriff's office. For more information on what to do in this case, visit the California Office of Privacy Protection's Web site at [www.privacy.ca.gov](http://www.privacy.ca.gov), and go to the Identity Theft page.