



Health Net®

C/O IDX  
P.O Box 989728  
West Sacramento, CA 95798-9728

March 24, 2021

<<FirstName>> <<LastName>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip>>

## Notice of Data Breach

Dear <<FirstName>> <<LastName>>:

<<Entity Name>> (Health Net) recently received a notice from our vendor, Accellion, that it was the victim of a cyber attack. We are writing to let you know how this incident may have affected your personal information and, as a precaution, to provide steps you can take to help protect your information. We take the privacy and security of your personal information very seriously and we sincerely regret any concern this incident may cause you.

### ***Why Does Accellion Have My Personal Information***

Health Net used Accellion to exchange data files with health care providers and other vendors that support our operations.

### ***What Happened***

On January 25, 2021, Accellion informed us that its file transfer platform was compromised by an unknown malicious party. The compromise allowed the malicious party to view or download our data files stored on Accellion's system from January 7 to January 25, 2021. Our investigation determined that your personal information was included in the data files involved in this incident. At this point, we are not aware of any fraud or misuse of your personal information due to this incident, but we are notifying you out of an abundance of caution.

### ***What Information Was Involved***

The personal information involved in this incident may have included your name and one or more of the following types of information:

- Address
- Date of birth
- Insurance ID Number
- Health information, such as your medical condition(s) and treatment information

### ***What We Are Doing***

We have taken the following actions in response to this incident:

- Upon learning of this incident, we immediately activated our incident response plan and worked with Accellion to conduct our investigation. We analyzed the files involved in the incident so we could distribute notification to affected individuals as quickly as possible.

- Accellion is coordinating its incident response with law enforcement authorities, including the United States Federal Bureau of Investigation (FBI).
- We stopped using Accellion's services and removed all of our data files from its system.
- We reviewed our other file transfer service processes and tools to ensure they are not at risk to a similar attack.

### ***What You Can Do***

We have no reason to believe that your information has been used improperly, however, we want to be cautious. Please review the steps below you can take to protect your information.

- 1) We are providing you with one year of free identity protection service through **IDX®**. **IDX®** will help you resolve issues if your identity is compromised. Below are instructions on how to enroll in this service and a description of the benefits.
  - Enroll online at: <https://response.idx.us/hnt>
  - Enroll Toll Free: (833) 416-0859
  - Enrollment code: <<Enrollment Code>>
  - Enrollment Deadline: June 30, 2021

Your one-year **IDX®** membership will include the following benefits:

- **Credit Monitoring.** Single bureau credit monitoring so you get notices when new information posts to your credit report.
  - **CyberScan Monitoring.** Dark Web monitoring of underground websites, chat rooms, and malware, 24/7, to identify trading or selling of personal information
  - **Identity Theft Insurance.** Identity theft insurance will reimburse members for expenses associated with restoring their identity should they become a victim of identity theft. If a member's identity is compromised, the policy provides coverage for up to \$1,000,000, with no deductible
  - **Fully Managed Identity Recovery.** **IDX®** fully managed recovery service provides restoration for identity theft issues, such as: account creation, criminal identity theft, medical identity theft, account takeover, rental application, tax fraud, benefits fraud, and utility creation.
- 2) Please review the "Information About Identity Theft Protection" reference guide, at the end of this letter, which describes additional steps you can take to help protect yourself, including recommendations from the Federal Trade Commission regarding identity theft protection and details about how to place a fraud alert or a security freeze on your credit file.
  - 3) Keep a copy of this letter for your records in case of any potential future problems with your health plan benefit or other records. Regularly review any statements you receive pertaining to your health plan benefits. If you see indications of any treatment or services that you believe you did not receive, please contact us immediately through our toll free Call Center number listed below.

### ***For More Information***

The security of your personal information is important to us and we sincerely regret any inconvenience this incident may have caused you. For more information on your privacy rights, we suggest that you visit the website of the California Office of Privacy Protection at [www.privacy.ca.gov](http://www.privacy.ca.gov), or if you have any questions about this incident, please contact our toll free Call Center at (833) 416-0859.

Sincerely,



Christy K. Bosse  
Vice President & CA Compliance Officer  
Health Net

## Information About Identity Theft Protection Guide

Contact information for the three nationwide credit reporting companies is as follows:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
Phone: 1-800-685-1111 P.O. Box 740256 Atlanta, Georgia 30348 <a href="http://www.equifax.com">www.equifax.com</a>	Phone: 1-888-397-3742 P.O. Box 9554 Allen, Texas 75013 <a href="http://www.experian.com">www.experian.com</a>	Phone: 1-888-909-8872 P.O. Box 105281 Atlanta, GA 30348-5281 <a href="http://www.transunion.com">www.transunion.com</a>

**Free Credit Report.** We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don't confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

**Fraud Alerts.** A fraud alert tells businesses that check your credit that they should check with you before opening a new account. As of September 18, 2018, when you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**Reporting of identity theft and obtaining a police report.** You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.



# Nondiscrimination Notice

Health Net complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

Health Net:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact Health Net's Customer Contact Center at:

**Cal MediConnect: Los Angeles County:** 1-855-464-3571/**San Diego County:**

1-855-464-3572 (TTY: 711), Monday through Friday, 8:00 a.m. to 8:00 p.m. At other times – including Saturday, Sunday and federal holidays – you can leave a voicemail. We will return your call the following business day. The call is free.

**Medi-Cal:** 1-800-675-6110 (TTY: 711)

**CalViva Health:** 1-888-893-1569 (TTY: 711)

**Medicare Advantage:** 1-800-275-4737 (TTY: 711) HMO SNP: 1-800-431-9007 (TTY: 711), 8:00 a.m. to 8:00 p.m., Pacific time, seven days a week.

**Group Plans through Health Net:** 1-800-522-0088 (TTY: 711)

**Individual & Family Plans (IFP) On Exchange/Covered California:** 1-888-926-4988 (TTY: 711)

**IFP Off Exchange:** 1-800-839-2172 (TTY: 711)

If you believe that Health Net has failed to provide these services or discriminated in another way, you can file a grievance by calling Health Net's Customer Contact Center at the number above and telling them you need help

*(continued)*

filing a grievance. Health Net’s Customer Contact Center is available to help you.

Coverage through Health Net of California, Inc.: If you are not satisfied with Health Net’s decision or it has been more than 30 days since you filed the complaint, you may submit a complaint form to the Department of Managed Health Care (DMHC). The form is available at [www.dmhc.ca.gov/FileaComplaint](http://www.dmhc.ca.gov/FileaComplaint).

Coverage through Health Net Life Insurance Company: You may submit a complaint by calling the California Department of Insurance at 1-800-927-4357 or online at <https://www.insurance.ca.gov/01-consumers/101-help/index.cfm>.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights (OCR), electronically through the OCR 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 (TDD: 1-800-537-7697) if there is a concern of discrimination based on race, color, national origin, age, disability, or sex.

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

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you at any phone number listed above.

**تنبيه:** إذا كنت تتحدث اللغة العربية، يمكنك الاتصال بخدمات المساعدة اللغوية المجانية المتاحة لك على أي من أرقام الهواتف المُدرجة أعلاه.

**ՈՒՇԱԴՐՈՒԹՅՈՒՆՆԵՐ:** Եթե խոսում եք հայերեն, ապա լեզվական աջակցության ծառայություններ, անվճար, հասանելի են ձեզ ցանկացած հեռախոսահամարով վերը նշված:

**注意:** 如果您使用中文，您可以免費獲得語言援助服務。請致電以上所列的任何電話號碼。

**सावधान:** अगर आपकी मातृभाषा हिन्दी है और आप हिन्दी भाषाकी सहायता लेना चाहते हैं तो उपर दए नम्बर, कसिभी फोन पर मुफ्त मे उपलब्ध है।

**CEEB TOOM:** Yog koj hais Lus Hmoob, muaj cov kev pab txhais lus, pub dawb, rau koj ntawm txhua tus xov tooj teev muaj saum no.

**注意事項:** 日本語を話される場合、上記のいずれの電話番号にお電話いただいても、無料の言語支援サービスをご利用いただけます。

**알림:** 한국어를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 위에 기재된 모든 전화번호로 문의하십시오.

**ចំណាប់អារម្មណ៍:** បើសិនអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយភាសាភាគតិច គឺមានសំរាប់អ្នក តាមលេខទូរស័ព្ទណាមួយ ដែលចុះរាយនៅខាងលើ។

**BAA’ ‘ÁKONÍNÍZIN:** Diné bizaad bee yáníłti’go, saad bee ‘áka’e’eyeed bee ‘áka’anída’awo’ígíí, t’áá jíík’eh, t’áá haíshíí hoyahgo béésh bee hane’í dabiká’ígíí bee ná’ahoot’i’.

**ਸੁਚੇਤ:** ਅਗਰ ਤੁਹਾਡੀ ਮਾਤਰ ਭਾਸ਼ਾ ਪੰਜਾਬੀ ਹੈ ਤਾ ਤੁਹਾਡੇ ਲਈ ਭਾਸ਼ਾ ਸਹਾਇਕ ਸੇਵਾ ਉਪਰ ਲਿਖੇ ਫੋਨ ਨੰਬਰ ਤੇ ਮੁਫਤ ਉਪਲਬਧ ਹੈ।

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**توجه:** اگر زبان شما فارسی است، خدمات امداد زبانی به طور رایگان در هر یک از شماره تلفن های فوق الذکر در اختیار شما می باشد.

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по указанному выше номеру телефона.

**ATENCIÓN:** Si habla español, hay servicios de asistencia de idiomas, sin cargo, a su disposición si llama al número indicado arriba.

**PAUNAWA:** Kung nagsasalita ka ng Tagalog, may makukuha kang mga libreng serbisyo ng tulong sa wika sa pamamagitan ng anumang numero ng teleponong nakalista sa itaas.

**โปรดทราบ:** ถ้าคุณพูดภาษาไทย, คุณสามารถใช้บริการความช่วยเหลือทางภาษาได้ฟรี จากหมายเลขโทรศัพท์ที่ลิสต์อยู่ข้างบน.

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn tại bất kỳ số điện thoại nào được liệt kê bên trên.