

Date

Name

Address Line 1

Address Line 2

City, STATE, Zip code

Dear Name,

We are writing to let you know about a privacy issue involving some of your health information. On December 10, 2019, UnitedHealthcare was informed that an unauthorized individual may have gained access to some provider claims documents in a provider portal, which contained some of your health information. We believe the access occurred between July 30, 2019 and November 13, 2019.

The information that may have been accessed includes your first and last name, health plan ID number, group/policy information, date of service, provider name, and claim information. This incident did not involve disclosure of your Social Security number, driver's license number or any personal financial account information.

Upon discovery, we took prompt action to investigate the matter and put additional protections in place to prevent the occurrence of similar incidents in the future. In addition, the company reported the incident to law enforcement and is working with them on the ongoing investigation.

We deeply regret this incident and any inconvenience or concern that it may cause. As a precaution, we are offering one year of LifeLock® identity theft protection services at no cost to you. This service includes proactive identity theft protection, identity theft alerts, address change verification, annual copies of your credit report from all three national credit bureaus and comprehensive recovery services if you become a victim of identity theft during your LifeLock® membership. We have enclosed instructions for your convenience in registering for this service.

We also recommend that you regularly monitor account statements and the explanation of benefits statements that you receive to check for any unfamiliar health care services. If you notice any suspicious activity, please contact us immediately at the number listed on the back of your Member ID Card. If you do not regularly receive explanation of benefits statements, you may request that we send them to you.

In addition, you may want to order copies of your credit reports from each of the three national credit reporting agencies to check for any inaccurate information, particularly medical services or medical bills that you do not recognize. If you notice any suspicious activity, contact the credit reporting agencies using the contact information provided on the report or as listed below:

Optum Privacy – CSS
MN101-E013
11000 Optum Circle
Eden Prairie, MN 55344



Equifax Information Services LLC
P.O. Box 105069
Atlanta, GA 30348-5069
800-525-6285
www.equifax.com

Experian
P.O. Box 9554
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion LLC
P.O. Box 2000
Chester, PA 19016
800-680-7289
www.transunion.com

You may obtain your free annual credit report from each of the national credit reporting agencies by visiting www.annualcreditreport.com, by calling 1-877-322-8228 or by mailing your request to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

We suggest that you retain this notice for your records in case of any future problems with your medical records.

We have established a dedicated toll-free hotline that you can call if you have any questions Monday through Friday, 7:00 am – 6:00 pm CST. The toll-free telephone number is 800-840-9963, Option 1.

UnitedHealthcare takes this matter very seriously and is committed to protecting the privacy and security of our member's health information. We are reinforcing our existing policies and practices with employees and evaluating additional safeguards to help prevent a similar incident from occurring in the future. We deeply regret any inconvenience or concern caused by this incident.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Joshua J. Devine'.

Joshua J. Devine, Esq., CIPP/US
Associate General Counsel – Privacy
UnitedHealthcare Privacy Office