



<DATE>

MEMBER NAME
ADDRESS
CITY STATE ZIP

RE: 274794

NOTICE OF PRIVACY INCIDENT

Dear <Member Name>;

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

What Happened?

On November 1, 2020, a data update to the Smart EOB Statements occurred on the Humana.com website. On November 3, 2020, one Humana member reported they were able to view another member's Smart EOB statement while logged into their own Humana.com account. On November 4, Humana realized this was not an isolated incident. A formal investigation was opened.

On November 5, 2020, Humana discovered at the time the Smart EOB data was being updated on Humana.com an error occurred that allowed a small number of members to view another member's Smart EOB Statement when they tried to access their own Smart EOB Statement. Humana identified all of the members who potentially had their information viewed by another Humana member. You were identified as an impacted member. We apologize for this error. Here's what we are doing to address this incident and protect you.

What Information Was Involved?

The Smart EOB Statement contains the following information about you:

- First and last name
- Address
- Humana plan name and group number
- Humana ID number
- Year of birth
- Summary of claims from October-November 2020
- Provider name(s)
- Medication name(s) and use(s)
- Date(s) of service

What Are We Doing?

Humana has policies and procedures in place to maintain the security of your information and we are taking additional steps. Immediately upon identification of the issue, the incorrect information was removed from Humana.com. Our Information Technology team diagnosed the problem and the system was thoroughly reviewed and tested to ensure it would not repeat. Improvements to our review and testing process, prior to systematic updates are being made to proactively identify errors of this nature going forward.

What You Can Do

We do not think your personal information will be used inappropriately because of the incident that took place. However, we ask you to remain vigilant. There are steps you can take to protect yourself. Review the following for suspicious activity:

- Explanation of Benefit (EOB)
- Smart EOB Statements
- Medical Records

Watch for services you did not receive or accounts you did not open. If you find unfamiliar activity on the statements you receive from Humana, please notify us immediately. Keep a copy of this notice in case of future problems with your medical records.

For More Information

Do you have any questions or need help with anything mentioned in this letter? Please contact us at **1-800-448-6262**. If you have a speech or hearing impairment and use a TTY, call **1-800-833-3301**.

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

Sincerely,



Angela Hensley, Director
Unit 1 Site Reliability Engineering
Humana, Inc.

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 (телефайп: 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。... هجوت: رگا هب نابز يسراف وگتفگ بم دينک، تلايهست ي نابز تروصب ناگيار يارب امش مهارف بم دشاب. اب ... سامت دير يگب. (TTY: 711) 1-877-320-1235. D77baak0n7n7zin:D77saadbeey1n7[ti'goDinéBizaad,saadbee1k1'1n7da'1wo'd66',t'11jiik'eh, 47 n1 h0l=, koj8' h0d77lnih **1-877-320-1235 (TTY: 711)**.... 1-877-320-1235 مكلابو: 711. نظر حلم: اذا تلاك ثدحتت ركنا ءغلا، ناب تامدخ ءدعاسلا فيو غلا رفاروتت كل ناجملا ب. لصتا مقرب (TTY: 711) 1-877-320-1235. مقر فتاه مصلا

GCHJV5REN 0117