

October 14, 2016

Notice of Data Breach

At CalOptima, our mission is to provide members with access to quality health care services delivered in a cost-effective and compassionate manner. Protecting our members' privacy is a key part of that mission.

What happened?

On or about August 17, 2016, a departing CalOptima employee downloaded data, which included protected health information, to an unencrypted USB flash drive. Shortly after, the departing employee returned the USB flash drive to CalOptima. While we are still investigating the contents of the flash drive, we do not believe the information was shared.

What information was involved?

The information on the flash drive may have included members' names and other demographic information, and other health plan-related information. Some members may have had their Social Security number included.

What are we doing?

CalOptima is still investigating this matter. We regret that this occurred and want to assure members that we are changing our procedures and practices to reduce the chance of it happening again. As a precaution, we are offering credit monitoring services to affected adult members at no cost for 12 months. Impacted members were mailed letters about the incident; however, some current and former members may not receive their letter if their address has changed.

What can you do?

If you have been impacted by this security incident, we recommend that you monitor your credit using the free service CalOptima is providing from IDT911, which specializes in identity theft education and resolution. IDT911's Triple Bureau Credit Monitoring gives you alerts for 12 months from the date of enrollment when changes occur to any of one of your Experian, Equifax or TransUnion credit files. This notification is sent to you the same day that the change or update takes place with the bureau. If you did not receive a letter but would like to know if your information is involved, call the CalOptima Customer Service department at **1-844-640-4101**.

Other important information:

Please see the notice: "[Breach Help—Consumer Tips From the California Attorney General](#)." For information about your medical privacy rights, visit the website of the California Department of Justice, Privacy Enforcement and Protection at www.privacy.ca.gov. To speak to the CalOptima Customer Service department about this matter, call **1-844-640-4101**. TDD/TTY users can call **1-800-735-2929**.