



COLORADO

Department of Health Care
Policy & Financing

Department of Health Care Policy and Financing
1570 Grant Street
Denver, CO 80203

8/17/2015

First Name Last Name
Address
City, State, ZIP

Si prefiere leer esta carta en español,
vea la versión en español adjunta.

Dear (Member name):

The Colorado Department of Health Care Policy and Financing (the Department) administers the Colorado Medical Assistance Program. We are writing to let you know that some of your personal health information may have been unintentionally disclosed in a recent mailing.

Your benefits have not been affected by this breach. A replacement letter was mailed to you in July shortly after we discovered the error.

Under the requirements of the Health Insurance Portability and Accountability Act (HIPAA), when a Member's Protected Health Information (PHI) is improperly released, the Department notifies affected persons of the breach and informs you of the steps we have taken to safeguard your information.

This breach occurred between May 25 and July 5, 2015 when a letter addressed to you and containing your or members of your household's information was mistakenly mailed to up to three wrong addresses. This technical error was discovered on July 1st when it was reported to the Governor's Office of Information Technology (OIT), and immediate steps were taken to investigate the cause. OIT fixed the technical error on July 5th to prevent the problem from continuing. In addition to the technical fix put in place, OIT established two quality checks for all future letters. The first verifies that the names printed on a letter match the individuals linked to a case; the second verifies that the address matches the intended address for the communication. If either check fails, the letter is not mailed.

Letters containing the PHI of individuals in approximately 1,622 households were mailed before we discovered the problem, and unfortunately your letter was among those involved in the breach. We sincerely apologize for our mistake, and want you to know that we are doing everything possible to correct this error and to prevent it from happening again.

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.
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We contacted the people who received your letter by mistake, and took steps to retrieve and destroy those letters. The nature of the error is such that in most cases just one person, and at the most three persons, received a letter by mistake and may have viewed your information.

The information contained in the correspondence MAY have included your name, your address, state identification number or Medicaid case number, names of family members in your household, employer name and amount of income, amount of your approved Advanced Premium Tax Credit (APTC), and your status as approved or denied for the Medical Assistance Program. For fewer than 50 of those affected by this breach, your date of birth was also disclosed.

It did NOT include information such as your social security number or other financial information that is commonly used for identity theft or fraud.

Although we feel that the information disclosed does not put you at high risk for identity theft, you may want to take steps to monitor and protect against this risk. The Colorado Office of the Attorney General's Consumer Protection Section offers advice to citizens on its Consumer Fraud website here:

http://www.coloradoattorneygeneral.gov/departments/consumer_protection/consumer_fraud

As an added protection, the state is offering credit monitoring services free of charge. If you wish to enroll, please call the toll-free hotline number to activate this service.

We sincerely apologize for any concern or inconvenience this has caused. The Department and its partners take the privacy of your information very seriously, and we will work hard to ensure that something like this does not happen again. We deeply regret the loss of your confidential health information.

The Department established a toll-free hotline for your question or concerns 1-844-OIT-INFO (844-648-4636), available Monday-Friday, 9:00 am to 5:00 pm. You can also get further information about this incident by visiting our website at: www.colorado.gov/hcpf.

Sincerely,

Jane E. Wilson

Jane E. Wilson
Privacy Officer

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