



Subject: Notice of Data Breach

June 26, 2020

Central California Alliance for Health (the Alliance) has been informed of a data security breach that may have involved unintentional disclosure of our members' health information. Alliance employees' email accounts were accessed, but there is no proof to suggest that any member health information is being misused at this time. The Alliance wants to ensure that members who may have been affected are notified that their health information may have been disclosed.

What Happened:

On May 7, 2020, the Alliance found that many Alliance employees' email accounts were accessed illegally by an unknown person. These accounts were accessed for about one hour. The Alliance found the issue and immediately shut down the Alliance employees' email accounts that were accessed.

What Information Was Involved:

After a thorough review, the Alliance found that only limited member health information may have been accessed. Although we don't know exactly which email messages were opened, the member health information that may have been accessed includes:

- Alliance Care Management program records
- Claims information
- Date of birth
- Demographic information
- Medi-Cal ID number
- Medical information
- Referral information

The Alliance employees' email accounts would not have included financial information and social security numbers.

What We Are Doing:

The Alliance has taken steps to prevent similar events from occurring in the future. The Alliance took immediate efforts

to shut down the Alliance employees' email accounts that were involved to make sure the unknown person could not access any more member health information. All Alliance employees, even those not involved in the data security breach, were asked to change their email password information to ensure all email accounts were secured. Also, all Alliance employees were required to take a training on preventing these types of data security breaches.

What You Can Do:

We suggest that you keep a copy of this notice for your records in case there are any concerns with your medical records in the future. No further action is required of you. You have the right to review your Alliance billing information at no charge in order to ensure



Subject: Notice of Data Breach

that your Alliance ID number has not been misused. To review your Alliance billing information, you can request a copy of your records by submitting a Records Access Request Form to the Alliance.

If you would like to request a copy of the Records Access Request Form to be mailed to you, or would like to request a pre-paid envelope, please call the Alliance Member Services Department at 800-700-3874, Monday through Friday, from 8 a.m. to 5:30 p.m. You can also access a copy of the Records Access Request Form on the Alliance member website at <https://www.ccah-alliance.org/forms-resources.html> under the section title, Authorization to Use or Disclose Protected Health Information.

If you speak another language, language assistance services are available to you at no charge. We can get an interpreter who speaks your language. For the Hearing or Speech Assistance Line, call **800-735-2929 (TTY: Dial 7-1-1)**.

For More Information:

For more information about medical privacy rights, you may visit the website of the California Department of Justice, Privacy Enforcement and Protection at www.privacy.ca.gov.

Alliance Contact:

We are sorry that this happened and want to assure you that we take our role of protecting our members' personal information very seriously. If you have any questions, please contact me directly by phone at 209-381-7318 or by email at listprivacyofficer@ccah-alliance.org.

The privacy and security of our members' information continues to be a priority for the Alliance, and we deeply regret any inconvenience or concerns this incident may have caused.