

October 1, 2021

Dear Member,

RE: 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 crucial part of our mission. The letter is to inform you of a recent privacy incident that occurred at CalOptima.

What happened?

Between August 4, 2021, and August 19, 2021, a COVID-19 Vaccine Health Reward Approval letter and gift card was mailed to the wrong address. In CalOptima's mass mailing of the COVID-19 Vaccine Health Reward Approval letter, we failed to match up the correct member address with the name of the member for some of the letters.

What information was involved?

The information was limited to the following:

- First and Last Name
- Health Plan Name
- Vaccination Status

Please note that no other information such as Social Security number, driver license number or financial account numbers were included.

What we are doing:

Our members' privacy is very important to us, and we apologize for this error. CalOptima will contact the person who received your letter in error and will ask them to return it or properly dispose of it. A new COVID-19 Vaccine Health Reward Approval letter will be re-mailed to you once the addresses have been corrected. We are also adding a step in our mailing process requiring member mailing addresses to be checked a second time to prevent this error from happening again.

What you can do:

There is nothing you need to do at this time. If you see any unfamiliar activity on your CalOptima account, such as medical services or prescriptions you did not receive, please contact us toll-free at **1-888-587-8088** (TTY **711**).

Other important information:

Please see enclosure: "Breach Help – Consumer Tips from the California Attorney General."

For more information:

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

Should you need any further information about this incident, please contact CalOptima Customer Service at **1-888-587-8088** (TTY **711**). We are here to help you Monday through Friday from 8 a.m. to 5 p.m. We have staff who speak your language. Visit us at **www.caloptima.org**.

Sincerely,

HIPAA Privacy
Regulatory Affairs and Compliance

Enclosures: Breach Help – Consumer Tips from the California Attorney General