



11/17/2016

On Nov. 17, OptumHealth New Mexico provided written notice of a privacy incident to some individuals enrolled in a plan it administers. A small subset of affected individuals was unable to be reached by mail.

What happened?

On September 26, 2016, we were notified that an unencrypted flash drive (a flash drive is a small electronic device that is used for storing computer data) belonging to a vendor was lost, after the vendor mailed it via the U.S. Postal Service on September 16, 2016. The U.S. Postal Service was immediately notified to assist in locating the flash drive, and we are working closely with them as they further investigate the matter.

What information was included on the flash drive?

The information contained on the flash drive included individuals' name and a full or partial date of birth, telephone number, health identification number, address, provider name, diagnosis, or other health information. No financial information was involved. A limited number of individuals' full or partial Social Security numbers were included on the flash drive.

What are we doing to assist affected individuals?

As a precaution, we are offering one year of LifeLock® identity theft protection services at no cost to affected individuals. The identity theft protection service listed below starts on the date of this notice and individuals can use it at any time during the next three months. While the information potentially accessed was limited, individuals are encouraged to enroll with LifeLock. Individuals can also review the below *Additional Resources* and *Helpful Information*.



We also encourage individuals to be vigilant against incidents of identity theft. As a precaution to protect against misuse of your information, we recommend that individuals regularly monitor documentation concerning health care, bank and credit card statements, and tax returns to check for any unfamiliar activity. If you notice any suspicious activity on health statements, bank or credit card statement, or tax returns, please immediately contact the financial institution, credit card company, health plan, or other relevant institution.

LifeLock® identity theft protection: This service includes proactive identity theft protection, identify theft alerts, address change verification, annual copies of credit reports from all three national credit bureaus and comprehensive recovery services if individuals become a victim of identity theft during the LifeLock® membership. Call the Customer Service number below for details on how to enroll in LifeLock®.

Upon discovery, we took prompt action to investigate the matter. The U.S. Postal Service was immediately notified to assist in locating the flash drive, and we are working closely with them as they further investigate the matter. We have implemented new measures to help prevent this from occurring in the future, including updating our processes related to vendors in efforts to prevent the occurrence of similar incidents.

How do I know if I was affected?

Individuals affected by this incident were notified directly by mail on November 17, 2016; however, a small subset of affected individuals could not be reached by mail.



To find out if you were affected by this incident, please call OHNM Customer Service regarding this incident at 866-660-7185 between 8:00 am to 5:00 pm (Mountain Time). The notice is available in other formats for members with special needs. Oral translation is an option for members who speak languages other than English.

Our company takes privacy very seriously and we apologize for this incident and any inconvenience or concern that it may cause you.

Additional Resources and Helpful Information

In addition, you may want to order copies of your credit reports from each of the three national credit reporting agencies to check for any inaccurate information, particularly medical services or medical bills that you do not recognize. You may obtain your free annual credit report from each of the national credit reporting agencies by visiting www.annualcreditreport.com, by calling 1-877-322-8228 or by mailing your request to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.