

NOTICE OF SECURITY INCIDENT

Standard Modern Company, Inc. (“SMC” or “we”) is a vendor of Massachusetts Executive Office of Health and Human Services (“EOHHS”) that provides mailing services to MassHealth members on behalf of EOHHS. SMC is providing notice of a recent incident that may affect the security of patient information, although there is no evidence that any information was misused.

What Happened?

On May 24, 2021, SMC was notified that some MassHealth members received notices that were mailed between May 10, 2021, and May 18, 2021, that contained personal information about other members. Upon learning of the incident, SMC immediately stopped mailing to MassHealth members and began an internal investigation to determine the root cause of the incident. The investigation identified that an internal program error caused the printing of incorrect addresses on a limited number of notices. SMC suspended use of this internal program and implemented additional safeguards and procedures to prevent the issue from reoccurring. SMC has since mailed the correct information to affected MassHealth members.

What Information Was Involved?

The investigation revealed that the following categories of information were included on notices due to the mailing error: member name; member identification number; member’s last four (4) digits of Social Security Number; and member’s date of birth. As noted above, there is no evidence that information was misused.

What is SMC Doing?

After beginning our investigation of this issue, these mailings to MassHealth members were halted until the affected members were identified and the root cause of the incident was determined. We stopped using the program that caused the error and implemented additional safeguards and procedures to further strengthen mailing procedures and to prevent the issue from reoccurring. In addition, we worked with a leading privacy and security law firm to aid in our investigation and response. We will report this incident to relevant government agencies.

What Can Impacted Individuals Do?

We established a dedicated assistance line for individuals seeking additional information regarding this incident. Individuals seeking additional information may call the toll-free assistance line at 1-800-405-6108 with any questions about this incident. Representatives are available for ninety (90) days from the date of this notice, to assist with questions regarding this incident, between the hours of 8:00 am to 8:00 pm Eastern time, Monday through Friday. Potentially impacted individuals can call the help line at for more information. Potentially affected individuals may also consider the information and resources outlined below.

Our investigation has given us no reason to believe that information has been further used in an impermissible manner. Nevertheless, there are some things anyone can do if they are concerned about the potential misuse of personal information. It is always recommended that individuals regularly review account statements and report any suspicious activity to financial institutions. Please also review the below “Additional Resources” section included with this letter, which describes additional steps you can take to help protect your information.

ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19022, www.transunion.com, 1-800-888-4213

Free Credit Report. We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Security Freeze. Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too. How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Do not confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

For New Mexico residents: You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act.

For Colorado and Illinois residents: You may obtain information from the credit reporting agencies and the FTC about security freezes.

Fraud Alerts. A fraud alert tells businesses that check your credit that they should check with you before opening a new account. As of September 18, 2018, when you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years.

For Colorado and Illinois residents: You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

For Maryland Residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023.

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.

For Rhode Island Residents: You may contact the Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, <http://www.riag.ri.gov>, 401-274-4400.

Reporting of identity theft and obtaining a police report.

You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

For Iowa residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Massachusetts residents: You have the right to obtain a police report if you are a victim of identity theft. You also have a right to file a police report and obtain a copy of it.

For Oregon residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

For Rhode Island residents: You have the right to file or obtain a police report regarding this incident.