



September 18, 2014

Office of the Attorney General
Consumer Protection and Antitrust Bureau
33 Capitol Street
Concord, NH 03301

Dear Attorney General:

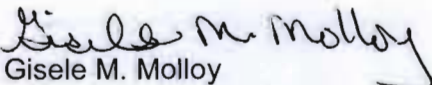
We are writing to inform you of a privacy incident that CareCentrix, Inc. ("CareCentrix") recently became aware of. CareCentrix is a home care network that contracts with health plans to arrange home care services. In order to provide these services, CareCentrix has access to certain personal information, including health and claims information regarding the home health care services arranged by CareCentrix.

On August 11, 2014, CareCentrix learned from law enforcement that a former employee of CareCentrix had been arrested on or about July 18, 2014 and that, at the time of the arrest, the former employee possessed protected health information (PHI) of certain individuals. That former employee last worked at CareCentrix on July 10, 2014 and is currently in police custody. CareCentrix has been actively cooperating with law enforcement's investigation, and its own investigation into the matter is ongoing. Law enforcement provided CareCentrix with access to all of the records found in the former employee's possession on August 21, 2014. Upon gaining access to all of the records found, CareCentrix conducted a review of that information against the data in its systems to identify whether it could have been obtained from CareCentrix. Based on our review of those records and our investigation to date, we have determined that some of the PHI found in paper records in the former employee's possession related to individuals who received home care services arranged by CareCentrix, including 1 New Hampshire resident. The PHI varied with each individual and may have included first and last names, addresses, date of birth, social security numbers, health plan numbers, or types of home care equipment, services or supplies. The former CareCentrix employee would have had access to such information as part of the former employee's duties in collecting copayments, coinsurance and deductibles for home health care services.

CareCentrix is notifying the affected New Hampshire resident via the attached notification letter. As stated in the letter, CareCentrix has arranged to have AllClear ID provide credit monitoring and identity theft protection for a period of 12 months. CareCentrix already conducts background checks prior to employment and is currently reviewing its internal processes to identify any additional controls that can be implemented in an effort to help prevent future such incidents.

Please do not hesitate to contact me at 860-466-7725 if you have any additional questions.

Very truly yours,


Gisele M. Molloy

Attach.

Date

Name
Address

Dear **[INSERT PATIENT NAME]**:

We are writing to inform you of a recent event that CareCentrix, Inc. ("CareCentrix") has become aware of that may have affected your personal information. CareCentrix is contracted to arrange your home care services. In order to provide these services, CareCentrix has access to certain personal information of yours, including health and claims information regarding the home health care services you received.

On August 11, 2014, CareCentrix learned from law enforcement that a former employee of CareCentrix had been arrested on or about July 18, 2014 and that, at the time of the arrest, the former employee possessed protected health information (PHI) of certain individuals. CareCentrix has been actively cooperating with law enforcement's investigation, and its own investigation into the matter is ongoing. Based on the investigation to date, we have determined that some of the PHI found in the former employee's possession related to individuals who received home care services arranged by CareCentrix, including you. The PHI varied with each individual and may have included first and last names, addresses, date of birth, social security numbers, health plan numbers, or types of home care equipment, services or supplies. The former CareCentrix employee would have had access to such information as part of the former employee's duties in collecting copayments, coinsurance and deductibles for home health care services.

CareCentrix is committed to the privacy and security of personal information, including yours. We wanted to reach out to you to let you know of the incident and the steps you can take to further protect yourself. As a precaution, if you utilize the CareCentrix Patient Portal, we encourage you to change your portal login/password. Please go to the CareCentrix Patient Portal or call (800) 808-1902 to reach CareCentrix personnel who are dedicated to assisting you with that update. As an additional precaution, we have arranged to have AllClear ID help protect your identity for 12 months at no cost to you. The following identity protection services start on the date of this notice, and you can use them at any time during the next 12 months.

AllClear SECURE: The team at AllClear ID is ready and standing by if you need help protecting your identity. This protection is automatically available to you with no enrollment required. If a problem arises, simply call (866) 979-2595 and a dedicated investigator will work to recover financial losses, restore your credit and make sure your identity is returned to its proper condition. AllClear maintains an A+ rating at the Better Business Bureau.

AllClear PRO: This service offers additional layers of protection including credit monitoring. For a child under 18 years old, AllClear ID ChildScan identifies fraud by searching various databases for evidence of misuse of the child's information. To use the PRO service, you will need to provide your personal information to AllClear ID. You may sign up online at enroll.allclearid.com or by phone by calling (866) 979-2595 using the following redemption code: **Redemption Code**

We encourage you to take advantage of this credit monitoring service and to remain vigilant in regularly reviewing the explanations of benefits and health care claims correspondence that you receive. If you notice any unusual activity, we encourage you to contact AllClear ID at (866) 979-2595.

We are deeply sorry that this incident occurred and apologize for any inconvenience that this may cause you. If you have questions, you may contact Robert Alarcon at (860) 466-7736 or at CareCentrix, 20 Church Street, Suite 1200, Hartford, CT 06103.

Sincerely,