



State of New Hampshire

DEPARTMENT OF HEALTH AND HUMAN SERVICES

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9200 FAX: 603-271-4912 TDD ACCESS: RELAY NH 1-800-735-2964

JEFFREY A. MEYERS
COMMISSIONER

December 27, 2016

James T. Boffetti
Senior Assistant Attorney General
New Hampshire Department of Justice
33 Capitol Street
Concord, NH 03301

Re: Security Breach Notification Pursuant to RSA 359-C:20

Dear Attorney Boffetti:

I am writing to provide Notice of Security Breach pursuant to NH RSA 359-C:20. On November 4, 2016, the New Hampshire Department of Health and Human Services (DHHS) determined that a breach of personal information and personal health information had occurred that involved access to internal DHHS files by an unauthorized individual. The personal information accessed includes, but is not limited to, names, dates of birth, addresses, social security numbers, and Medicaid identification numbers. The personal information was accessed by an unauthorized individual and some portion was posted to social media. With the assistance of law enforcement, the information that was posted to social media was removed within 24 hours and a criminal investigation is ongoing. DHHS and the New Hampshire Department of Information Technology (DoIT) have eliminated the source of the breach and the information can no longer be accessed by unauthorized individuals.

DHHS, DoIT and a contractor continue to investigate the scope of the breach to determine which documents and files contain personal information as well as the number of individuals whose personal information may have been accessed. We have no evidence that any credit card or banking information was accessed or obtained or that the information accessed has been used to access any person's accounts. DHHS intends to notify the affected individuals on or before January 3, 2017. At this point in the investigation we are unable to determine the number of individuals to be notified. However, it is certain that the number of individuals affected will be in excess of 1,000. It is also certain that DHHS may not have sufficient contact information such that DHHS will provide substitute Notice pursuant to RSA 359-C:20 (III)(d). In any event, the DHHS Notice will fully comply with the requirements of RSA 359-C and include a description of the incident, the date of the breach, and the type of personal information obtained. DHHS is also providing a toll free number for individuals who may have questions. The toll free number is 1-888-901-4999.

Since we have determined that more than 1,000 individuals are affected by this breach of security, DHHS will also notify all consumer reporting agencies that compile and maintain files on consumers on a nationwide basis, as defined by 15 U.S.C. section 1681a(p) in accordance with RSA 359-C:20 (VI)(a).

Please be assured that I and the Department take the matter of privacy and security in the handling of personal information very seriously. We are working closely with the DoIT and others to investigate this particular incident and to mitigate any effects. We are also taking this opportunity to review our computer systems and privacy and security policies and procedures and we will be taking steps to improve our management and protection of confidential information.

Please feel free to contact me if you would like further information regarding this matter or with any question or concerns.

Sincerely,



Jeffrey A. Meyers
Commissioner



Jeffrey A. Meyers
Commissioner

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES**

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9200 1-800-852-3345 Ext. 9200
Fax: 603-271-4912 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

IMPORTANT NOTICE

Si no puede leer este aviso, llame al 1-888-901-4999 para obtener ayuda

We are providing this Notice to you as part of our commitment to your privacy. Please be assured that the New Hampshire Department of Health and Human Services (DHHS) takes the matter of privacy and security in the handling of protected health information and personal information very seriously. On November 4, 2016, DHHS determined that a breach of confidential personal information from DHHS files had occurred which involved access by a single unauthorized individual. The breach was discovered when the individual posted some information to social media. With the assistance of law enforcement, the information was removed within 24 hours and a criminal investigation is ongoing. We have investigated and learned that your protected health information and/or personal information may have been compromised.

DHHS worked with law enforcement and the New Hampshire Department of Information Technology and took immediate steps to secure and safeguard its systems and have eliminated the source of the breach so protected health information and/or personal information can no longer be accessed by unauthorized individuals. We have no evidence that any credit card or banking information was accessed or obtained or that the information accessed has been used to access any person's accounts.

INFORMATION ACCESSED

DHHS has determined that your protected health information and/or personal information have been accessed. The data accessed includes protected health information and/or personal information regarding individuals having involvement with the New Hampshire Department of Health and Human Services prior to November 2015. Not all types of information were accessed for all individuals receiving this Notice. However, the information accessed included your name and at least one of the following: date of birth, address, social security number, Medicaid identification number, and medical services records.

TOLL FREE NUMBER

DHHS is providing a toll free telephone number that you can call if you have questions regarding this incident. The toll free number is **1-888-901-4999**. In addition, DHHS is posting notice and additional information regarding this incident on our website, which is www.dhhs.nh.gov

STEPS TO TAKE TO PROTECT YOURSELF

Again, DHHS has no evidence that any credit card or banking information was accessed. However, you may wish to take steps to monitor your credit and bank accounts. You can protect yourself from incidents of identity theft or fraud by reviewing your account statements and monitoring

your credit. You should report any suspicion of identity theft or fraud to local law enforcement or the Consumer Protection Bureau at the New Hampshire Department of Justice.

You may want to consider obtaining a credit fraud alert or a credit security freeze by contacting major consumer credit bureau reporting agencies:

Experian.com/fraudalert – 1-888-397-3742

TransUnion.com/fraud – 1-800-680-7289

Equifax.com/CreditReportAssistance – 1-888-766-0008

- Credit fraud alert – Fraud alerts can help prevent an identity thief from opening any new accounts in your name. Contact the toll-free fraud number of any of the three consumer reporting companies listed above to place a free fraud alert on your credit report. The company you contact is required to contact the other two companies.
- Credit security freeze – by placing a credit security freeze, you prevent review of your credit history by creditors, insurance companies, and employers unless you give explicit permission for them to see your credit history. There may be a fee of not more than \$10 if you wish to place a credit security freeze.

The following resources may provide further guidance on protecting yourself from identity theft:

- The New Hampshire Department of Justice's website on Identity Theft, located at <http://doj.nh.gov/consumer/identity-theft/index.htm>
- The Federal Trade Commission's website on identity theft, located at <https://www.identitytheft.gov/>

We understand that this may pose an inconvenience to you. We sincerely apologize and regret that this situation has occurred. Please be assured that DHHS takes the matter of privacy and security in the handling of confidential information very seriously. We are working closely with the Department of Information Technology and others to investigate this particular incident and to mitigate any effects. We are also taking this opportunity to review our computer systems and privacy and security policies and procedures and we will be taking steps going forward to improve our management and security of protected health information and/or personal information.