



Kimberly Price
Executive Account Manager

Xerox State Healthcare, LLC
2 Pillsbury St
Suite 200
Concord, NH 03301

Kimberly.Price@xerox.com
Tel: 603.223.4719
Fax: 603.223.8125

August 28, 2014

Attorney General Joseph Foster
Office of the Attorney General
Attn: Security Breach Notification
33 Capitol Street
Concord, NH 03301

Re: Notice Pursuant to RSA 359-C:20, I(b)

Dear Attorney General Foster:

This letter will serve as written notice pursuant to NH RSA 359-C:20, I(b). On August 14th, 2014, we inadvertently exposed for approximately seven seconds via projection and webinar the Names, Medicaid Identification Numbers, Gender, Birth Dates and Social Security Numbers of five individuals during a healthcare provider training conducted by the New Hampshire Department of Health and Human Services and Xerox State Healthcare.

The training webinar was recorded to be published on the DHHS website for providers. The webinar file has been secured and will be destroyed. We have worked with DHHS to investigate this matter and we have found no evidence that misuse of the information has occurred.

We intend to notify the individuals via written letter and offer credit monitoring. We anticipate the letter to be mailed on August 29th, 2014. A copy of the letter is enclosed.

Sincerely,

Kimberly Price
Executive Account Manager
Government Healthcare Solutions
Xerox State Healthcare, LLC.
Kimberly.Price@xerox.com
603.223.4709



August 28th, 2014

Equifax Promotion Code: #

Kimberly Price
Executive Account Manager

Xerox State Healthcare, LLC
2 Pillsbury St
Suite 200
Concord, NH 03301

Kimberly.Price@xerox.com
Tel: 603.223.4709
Fax: 603.223.8125

Dear,

This letter is to inform you of an incident involving your personal information. Xerox State Healthcare, LLC is a vendor to the New Hampshire Department of Health & Human Services ("DHHS").

On August 15th, 2014, your Name, Medicaid ID, Social Security Number, and Date of Birth were inadvertently displayed during a training conducted by DHHS and Xerox State HealthCare, LLC. Your information was displayed for approximately 7 seconds to Healthcare Providers.

While we are not aware of any misuse of this information, it is always a good idea to protect against possible identity theft. As a precaution, we recommend you carefully and regularly review all your credit card and other financial information. If you find any unauthorized or suspicious activity, you should contact the credit card company or bank immediately. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission.

Because we realize that the thought of potential identity theft can be of concern, free credit monitoring for one year is being made available to you to help you detect possible misuse of this data. Under this program, you will be alerted about any important changes to your credit. We are providing this service at no cost to you for one year, but you do have to sign up within sixty (60) days from the date of this letter. To do so, please see the information attached to this letter about the Equifax Credit Watch™ Gold with 3-in-1 Monitoring. When you sign up you will need the unique Equifax Promotion Code provided in the upper right corner of this letter.

We are enclosing a reference guide based on information from the Federal Trade Commission and other authorities to give you more information about identity theft, how to report it and how to protect yourself.

Please be assured that we take protection of personal information very seriously and have taken steps to prevent a similar occurrence. We sincerely regret any inconvenience or concern caused by this incident. Should you have any questions, please contact me at your convenience.

Sincerely,

Kimberly Price
Executive Account Manager
Government Healthcare Solutions
Xerox State Healthcare, LLC.
Kimberly.Price@xerox.com
603.223.4709

Equifax Credit Watch™ Gold with 3-in-1 Monitoring

Equifax Credit Watch will provide you with an “early warning system” to changes to your credit file and help you to understand the content of your credit file at the three major credit reporting agencies. The key features and benefits are listed below.

Equifax Credit Watch provides you with the following benefits:

- o Comprehensive credit file monitoring and automated alerts of key changes to your **Equifax, Experian, and TransUnion** credit reports
- o Wireless alerts and customizable alerts available
- o One 3-in-1 Credit Report and access to your Equifax Credit Report™
- o Up to \$1 million in identity theft insurance with \$0 deductible, at no additional cost to you †
- o 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information.
- o 90 day Fraud Alert placement with automatic renewal functionality (available online only)

How to Enroll

To sign up online for **online delivery** go to www.myservices.equifax.com/tri

1. **Consumer Information:** complete the form with your contact information (name, address and e-mail address) and click “Continue” button. The information is provided in a secured environment.
2. **Identity Verification & Payment Information:** complete the form with your Social Security Number, date of birth, telephone #s, create a User Name and Password, agree to the Terms of Use and enter the promotion code provided at the top of your letter in the “Enter Promotion Code” box and click “Continue” button. This code eliminates the need to provide a credit card number for payment. The system will ask you up to two security questions. This is the Equifax Identity Verification Process.
3. **Order Summary:** click “Continue” button.
4. **Order Confirmation:** – Click “View My Product” to access your 3-in-1 Credit Report and other product features.

To sign up for **US Mail delivery**, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via US Mail only.

1. **Promotion Code:** You will be asked to enter your promotion code as provided at the top of your letter.
2. **Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
3. **Permissible Purpose:** You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax can not process your enrollment.
4. **Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.

† Identity Fraud Expense Reimbursement Master Policy underwritten by Travelers Casualty and Surety Company of America and its property casualty affiliates, Hartford, CT 06183. Coverage for all claims or losses depends on actual policy provisions. Availability of coverage can depend on our underwriting qualifications and state regulations. Coverage not available for residents of New York.

This product is not intended for minors (under 18 years of age). Equifax's credit monitoring products are protected by US Patent 7,028,052

STEPS TO HELP AVOID IDENTITY THEFT

Sign up for free “fraud alert” and/or security freeze: At your request, the three major credit bureaus will place a free “fraud alert” on your file letting creditors know that they should take extra steps to confirm your identity before granting credit in your name. You can also request a security freeze on your accounts if you wish. (Please note that these steps may make it more complicated for you to get new credit or make certain purchases.) A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. If you would like to place a fraud alert, contact any one of the following bureaus and that one will inform the others:

Credit Bureau	Toll-Free No.	Website
Experian	888-397-3742	www.experian.com
Equifax	800-525-6285	www.fraudalerts.equifax.com
TransUnion	800-680-7289	www.transunion.com

Request a copy of your credit report: You are entitled to a free credit report every twelve (12) months. To request a free credit report, call 877-322-8228 or order on-line at www.annualcreditreport.com. Call the credit bureau immediately if you see any inaccurate information on the report.

FTC information: For additional information on how to protect yourself against identity theft, you also may wish to visit the Federal Trade Commission’s website at www.consumer.gov/idtheft/. You also can report potential identity theft or file a complaint with the FTC using the online complaint form; or call the FTC’s Identity Theft Hotline, toll-free: 1-877-ID-THEFT (438-4338); TTY: 1-866-653-4261; or write Identity Theft Clearinghouse, FTC, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

If you are a Maryland resident, you also may wish to review information provided by the Maryland Attorney General on how to avoid identity theft at <http://www.oag.state.md.us/idtheft/>, or by sending an email to idtheft@oag.stat.md.us, or calling 410-576-6491.

If you are a North Carolina resident, you also may wish to contact your state Attorney General if you have questions about steps that can be taken to prevent identity theft. That office can be reached at 919-716-6400 or <http://www.ncdoj.com/>.

If you are a Massachusetts resident, you have a right to obtain a copy of a police report if one is filed in connection with this situation. Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer’s credit report without written authorization. Please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In

all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze. To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze	Experian Security Freeze	TransUnion (FVAD)
P.O. Box 105788 Atlanta, GA 30348 www.equifax.com	P.O. Box 9554 Allen, TX 75013 www.experian.com	P.O. Box 6790 Fullerton, CA 92834 www.transunion.com

In order to request a security freeze, you will need to provide the following information: (1) full name including 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; (5) proof of current address such as a current utility bill or telephone bill; (6) a legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.); (7) if you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft; (8) if you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.