



Missouri Department of Health and Senior Services

P.O. Box 570, Jefferson City, MO 65102-0570 Phone: 573-751-6400 FAX: 573-751-6010
RELAY MISSOURI for Hearing and Speech Impaired and Voice dial: 711

Randall W. Williams, MD, FACOG
Director



Michael L. Parson
Governor

October 24, 2018

[Name]
[Address]
[City, State Zip]

Re: Breach of Security of Personal Information

Dear [Name]:

We are sending this letter to you as part of the Missouri Department of Health and Senior Services' ("Department") strong commitment to privacy. You are receiving this notice because a breach of security of some of your personal information was recently discovered.

This breach occurred because, sometime before September 30, 2016, an information technology contractor for the State of Missouri, who had worked on a Department information system, improperly retained the information. The (now former) contractor then allowed the information to be stored in an electronic file that was not password-protected. Your name in combination with your date of birth and a Department identification number (not your social security number) issued and used by some State agencies when providing services to citizens was included in the electronic file. When the Department learned of this situation, it took immediate steps to secure the information.

At the present time, the Department has no reason to believe that the information was actually viewed or used by anyone intending harm. Regardless, you should remain vigilant by reviewing account statements and monitoring free credit reports for unusual activity. Contact information for consumer credit reporting agencies is below. You may wish to contact these agencies to place a free fraud alert on your credit or to request a free credit freeze. Additional information about obtaining credit reports may be obtained from the Federal Trade Commission by visiting <https://www.consumer.ftc.gov>.

- Equifax: 1-800-525-6285; www.equifax.com; <https://www.freeze.equifax.com>; P.O. Box 740241, Atlanta, GA 30374-0241.
- Experian: 1-888-397-3742; www.experian.com; <https://www.experian.com/freeze/center.html>; P.O. Box 9532, Allen, TX 75013.
- TransUnion: 1-800-680-7289; www.transunion.com; <https://freeze.transunion.com>; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790.

www.health.mo.gov

Healthy Missourians for life.

The Missouri Department of Health and Senior Services will be the leader in promoting, protecting and partnering for health.

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.

Additionally, you may place a credit freeze with these lesser-known credit bureaus:

- Innovis: <https://www.innovis.com/securityFreeze/index>
- Chex Systems:
<https://www.chexsystems.com/web/chexsystems/consumerdebit/page/securityfreeze/placefreeze>

The Department regrets that this prior breach occurred and is taking steps to ensure that similar incidents do not occur in the future. These steps include informing the appropriate legal authorities and pursuing potential civil and criminal action. If you have any questions, you may call the Department at 1-888-252-8045, Monday through Friday, 8 a.m. to 5 p.m.

Sincerely,

A handwritten signature in black ink that reads "Shelley L. Forrest". The signature is written in a cursive, flowing style.

Shelley L. Forrest
Privacy Officer