

January 11, 2012

Attention Medicaid Consumer:

On November 17, 2011 information relating to a small group of Medicaid consumers, who presently or in the past have resided in long term care facilities, may have been accidentally exposed. The incident occurred as a member of our staff was loading boxes into a state van for transport to another state facility for shredding. During the loading process moderate gale force winds blew off the cover of a box spreading documents in the loading area and street. The driver and other staff members immediately began collecting the documents. We were not able to identify the names of all individuals whose personal information may have been exposed, but believe that virtually all of the documents were successfully retrieved.

Some of the documents may have contained protected health and other information including recipient and facility names, dates of birth, social security numbers and limited clinical data. We do not however, believe that this incident represents a significant risk to any Medicaid consumer, since we responded quickly and appropriately in recovering the documents.

We take our responsibility to protect the confidentiality of the information entrusted to us seriously and recognize that any event of this nature can be very disconcerting. We have attached a copy of a brochure produced by the Federal Trade Commission entitled "[Fighting Back Against Identity Theft](#)". The brochure contains useful tips and suggestions for protecting your personal information. If as a Medicaid consumer that has resided in a long term care facility and are concerned you may want to place a free "Fraud Alert" on your credit reports as described in the accompanying brochure. The alert instructs creditors to follow certain procedures in opening new accounts in your name or modifying existing ones.

We have implemented new procedures for storing and handling confidential information scheduled for shredding to prevent a possible recurrence of a similar incident.

If you have any questions, please contact us through the Medicaid Consumer Hotline at 1-800-324-8680 or [click here](#) to contact us via e-mail.