



April 9, 2021

Notice of Data Breach

Dear Business Partner:

Health Net recently received a notice from our vendor, Accellion, that it was the victim of a cyberattack. We are writing to let you know how this incident may have affected your members' (or clients' members') personal information and provide you with the steps we've taken to protect their information. We take the privacy and security of member personal information very seriously and we sincerely regret any concern this incident may cause you. The information below was mailed to our impacted members last week.

Why Does Accellion Have Member Personal Information?

Health Net used Accellion to exchange data files with health care providers and other vendors that support our operations.

What Happened

On January 25, 2021, Accellion informed us and their other clients that its file transfer platform was compromised by an unknown malicious party. The compromise allowed the malicious party to view or download our data files stored on Accellion's system from January 7 to January 25, 2021. Our investigation determined that 1.2 million members' personal information was included in the data files involved in this incident. At this point, we are not aware of any fraud or misuse of their personal information due to this incident, but we have notified our current and former members out of an abundance of caution.

What Information Was Involved

The personal information involved in this incident may have included member name and one or more of the following types of information:

- Address
- Date of birth
- Insurance ID Number
- Health information, such as medical condition(s) and treatment information

What We Are Doing

We have taken the following actions in response to this incident:

- 1) Upon learning of this incident, we immediately activated our incident response plan and worked with Accellion to conduct our investigation. We analyzed the files involved in

the incident so we could distribute notification to affected individuals as quickly as possible.

- 2) Accellion is coordinating its incident response with law enforcement authorities, including the United States Federal Bureau of Investigation (FBI).
- 3) We stopped using Accellion's services and removed all of our data files from its system.
- 4) We are analyzing over 6,000 files, mapping our commercial members to their employers to share the number of members impacted. This process will be completed in the next 2 weeks.
- 5) We reviewed our other file transfer service processes and tools to ensure they are not at risk to a similar attack.
- 6) We will be hosting a webinar in the next 2 weeks, where our Privacy Officer will be updating our customers and brokers on the steps we've taken to mitigate this incident. A separate invitation will be emailed to you.

What Your Members Can Do

We have no reason to believe that their information has been used improperly, however, we want to be cautious. The following steps have been taken to protect our members' information.

1) We are providing **one year of free identity protection** service through IDX®. IDX® will help members resolve issues if their identity is compromised. Below are instructions on how to enroll in this service and a description of the benefits.

- Enroll online at: <https://response.idx.us/hnt>
- Enroll Toll Free: (833) 416-0859
- Enrollment code: <<Enrollment Code>>
- Enrollment Deadline: June 30, 2021

One-year IDX® membership will includes the following benefits:

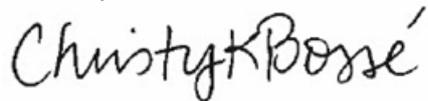
- **Credit Monitoring.** Single bureau credit monitoring so they get notices when new information posts to their credit report.
- **CyberScan Monitoring.** Dark Web monitoring of underground websites, chat rooms, and malware, 24/7, to identify trading or selling of personal information.
- **Identity Theft Insurance.** Identity theft insurance will reimburse members for expenses associated with restoring their identity should they become a victim of identity theft. If a member's identity is compromised, the policy provides coverage for up to \$1,000,000, with no deductible.
- **Fully Managed Identity Recovery.** IDX® fully managed recovery service provides restoration for identity theft issues, such as: account creation, criminal identity theft,

medical identity theft, account takeover, rental application, tax fraud, benefits fraud, and utility creation.

2) Please review the “Information about Identity Theft Protection” reference guide, at the end of this letter, which describes additional steps they can take, including recommendations from the Federal Trade Commission regarding identity theft protection and details about how to place a fraud alert or a security freeze on their credit file.

The security of personal information is important to us and we sincerely regret any inconvenience this incident may have caused you. For more information on privacy rights, we suggest that you visit the website of the California Office of Privacy Protection at www.privacy.ca.gov, or if you have any questions about this incident, please contact your account manager. If your members have questions, they should call the IDX toll free Call Center at (833) 416-0859.

Sincerely,

A handwritten signature in black ink that reads "Christy K Bosse". The signature is written in a cursive, slightly slanted style.

Christy K. Bosse'
Vice President & CA Compliance Officer
Health Net

Information about Identity Theft Protection Guide

Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
Phone: 1-800-685-1111 P.O. Box 740256 Atlanta, Georgia 30348 www.equifax.com	Phone: 1-888-397-3742 P.O. Box 9554 Allen, Texas 75013 www.experian.com	Phone: 1-888-909-8872 P.O. Box 105281 Atlanta, GA 30348-5281 www.transunion.com

Free Credit Report. We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

Security Freeze. Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don't confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with 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; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-

issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

Fraud Alerts. A fraud alert tells businesses that check your credit that they should check with you before opening a new account. As of September 18, 2018, when you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

Reporting of identity theft and obtaining a police report. You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.