

## CCP Security Incident

South Florida Community Care Network DBA Community Care Plan (“CCP”) is providing notice of a recent incident that may affect the security of certain information relating to plan members.

On June 21, 2021, CCP reviewed a former employee’s email account and found that on varying days between October 27, 2020 and December 28, 2020, the employee sent CCP internal documents to the employee’s personal email address. This goes against CCP company policy. We started an investigation to find out what information was in the emails. We found no evidence the employee was acting outside of their job duties in working with this information. On June 21, 2021, we found that the documents sent by the former employee included plan member information.

While the information varied depending on the individual, our investigation determined that the impacted information could have included the person’s name, address, date of birth, Member Identification Number, Primary Care Physician, diagnosis, procedure billing code, and/or procedure type.

The security of plan member information within CCP’s care is among our highest priorities. Upon learning of this incident, we took the following steps to ensure the safety and security of all information held on its systems and secure its email accounts:

- Stopped the former employee’s email and login access at the time employment ended.
- Recovered all company-issued equipment from the former employee at the time employment ended.
- Audited the former employee’s actions to ensure no other activities outside of CCP policy occurred.

CCP is also providing relevant regulatory notices, including notice to the Department of Health and Human Services. While we have no evidence of any social security numbers within the data, CCP is offering complimentary credit monitoring to those individuals who are impacted by the event.

We encourage you to look out for people trying to steal your identity, and look at your free credit reports for suspicious activity. Read information contained in the below *Steps You Can Take to Protect Personal Information*.

You may have questions about this incident. Call this number if you have questions, (855) 528-1596 between 8:00am and 5:30pm Central (9:00 a.m. to 6:30 pm Eastern) time Monday through Friday, excluding major U.S. holidays. You may also write to CCP at 1643 Harrison Parkway, Suite H-200 Sunrise, FL 33323.

### STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

#### **Monitor Your Accounts**

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before

extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to 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, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

**Additional Information**

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

*For New York residents*, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.