



Los Angeles County
DEPARTMENT OF MENTAL HEALTH

WEB Posting

June 25, 2018

Dear Clients:

We believe that acting responsible is an integral part of our commitment to delivering the best possible services to the clients of Los Angeles County Department of Mental Health's (LACDMH). The posting of this notice is part of that commitment and our obligation pursuant to County policy and the federal Health Insurance Portability and Accountability (HIPAA) Rule. We are committed to the privacy of your protected health information (PHI) and to comply with certain privacy and security laws. We also wish to inform you of steps you can take to protect yourself from identity theft.

What Happened?

On May 8, 2018, a LACDMH employee's car was burglarized. A locked work case containing forms was stolen.

What Information Was Involved?

The information that may have been compromised included your name, address, date of birth, Social Security number, and medical record number. In some cases, the form showed a check mark next to the following fields: a medical issue, a drug/alcohol or psychiatric concerns, physical challenges, current medications or a recent hospitalization.

What Are We Doing?

Immediately upon discovery of the incident, steps were taken to mitigate the incident, including filing a police report. In addition, the employee was reminded about the importance of our policies and procedures for properly transporting documents while in the field. Lastly, we will be reporting this incident as part of the annual breach reporting to the U.S. Department of Health & Human Services' Office for Civil Rights.

What You Can Do:

We encourage you to place a "Fraud Alert" with the national credit bureaus (see below) and request a free credit report to ensure accounts have not been established without your knowledge. We further suggest that you review your credit reports on a regular basis to ensure that all information is accurate.

Major Credit Bureau Numbers:

- Equifax 1-800-766-0008 www.equifax.com
- Experian 1-888-397-3742 www.experian.com
- TransUnion 1-800-680-7289 www.transunion.com

We sincerely apologize and regret that this situation occurred. LACDMH is committed to maintaining the privacy of our clients' information, and we take many safety measures for the security and safeguarding of our clients' personal and protected health information.

If you have any questions or wish to speak with someone at LACDMH about this matter, please contact me at (213) 251-6428.

Sincerely,

Ginger Fong

Ginger Fong
HIPAA Privacy Officer
Compliance, Privacy and Audit Services