



# DEPARTMENT OF MENTAL HEALTH

hope. recovery. wellbeing.

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## NOTICE OF A BREACH

May 25, 2021

Dear Sir/Madam,

We are sending this letter to you as part of the Los Angeles County Department of Mental Health's (LACDMH) commitment to the privacy of your Protected Health Information (PHI) and to comply with certain privacy and security laws.

### **What Happened?**

LACDMH takes the privacy of our clients very seriously, it is important that you are made aware that on April 20, 2021, a LACDMH employee's car was burglarized at a residential site. There were several items stolen during the burglary. Included in the items stolen, was the employee's backpack that contained scratch paper with notes related to client information and Face-to-Face Assessment/Chart forms.

### **What Information Was Involved?**

The information that was stolen and listed on the above-mentioned form included your name, address, date of birth, social security number and Medi-Cal number.

### **What Are We Doing?**

Immediately upon discovery of the burglary, the employee notified local law enforcement and filed a police report. The employee subsequently notified the immediate supervisor and filed a Security Incident Report (SIR) with LACDMH. The employee was re-trained on the Department's policies and procedures and the importance of properly safeguarding the clients' confidential information and PHI.

Lastly, we will be reporting this incident as part of the Annual Breach Report provided to the U.S. Department of Health & Human Services' Office for Civil Rights.

Although we have not received any indication that the information has been accessed or used by an unauthorized individual, we take the safeguarding of your PHI seriously. Therefore, we are offering you a complimentary one-year membership of Experian's IdentityWorks credit monitoring service. This membership will expire one-year from the date of enrollment.

This membership is free, at no cost to you. It provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Call **1-877-123-4567** or visit: <http://www.experianidworks.com/3bplus> to enroll.
- Use Engagement No.: B012345 **(This number must be included in all correspondence to Experian)**
- When prompted, provide your activation code: ABCD936EF

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team. Be prepared to provide engagement number B00000 as proof of eligibility for the identity restoration services by Experian.

### **ADDITIONAL DETAILS REGARDING YOUR (12-MONTH) EXPERIAN IDENTITYWORKS MEMBERSHIP**

A credit card is not required for enrollment in Experian IdentityWorks.

You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only. \*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud,

- **Experian IdentityWorks ExtendCARE:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Condition for this offer are located at [www.ExperianIDWorks.co/restoration](http://www.ExperianIDWorks.co/restoration). You will also find self-help tips and information about identity protection at this site.

We sincerely apologize and regret that this situation occurred. LACDMH is committed to maintaining the privacy of our clients' information, and we take many precautions for the security and safeguarding of our clients' personal and Protected Health Information.

If you have questions or concerns regarding this matter, please do not hesitate to contact me at (213) 943.9376.

Sincerely,

Maurie V. Edwards, HIPAA Privacy Officer  
CPAS – HIPAA Privacy Unit  
Los Angeles County Department of Mental Health