



Health Net of California
P.O. Box 9103
Van Nuys, CA 91409

DATE

[FIRSTNAME] [LASTNAME]
ADDRESS 1
ADDRESS 2
CITY, STATE ZIP

RE: Notice of Possible Data Breach

Dear [FIRSTNAME] [LASTNAME],

Health Net of California (Health Net) is committed to protecting the privacy and security of our members' information. We are sending this letter to inform you of an incident involving some of your protected health information (PHI).

What Happened:

On December 28, 2023, Health Net discovered an issue in the *Email Us* feature in our Member Website Portal. In some cases, this issue caused your email exchanges in our system to be mixed with the emails sent to other members. This issue was caused by a system setting (configuration) error that has been corrected. The issue affected some emails transmitted between August 2022 and December 2023.

What Information was Involved: The following information of yours may have been included in the emails:

- Name
- Health Net Identification Number
- Date of Birth
- Address
- Phone number
- Claims Information, Medical treatment or Medication
- User Name / Email Address

What You Can Do:

While we have no reason to believe your information has been used inappropriately, we encourage you to be cautious. Review the explanation of benefits (EOB) letters you receive. If you do not recognize services on the EOBs, contact us at the phone number listed on your Identification Card.

What We Are Doing:

Upon discovery of the incident, we took the following actions:

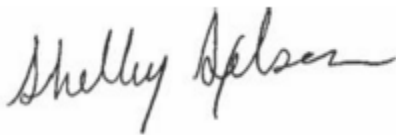
- We immediately fixed the system issue.
- The fix also removed your information in the incorrect emails.

For More Information:

Health Net takes the privacy and security of your protected health information very seriously. For information on your medical privacy rights, we suggest that you visit the website of the California Office of Privacy Protection at www.privacy.ca.gov. We sincerely apologize for any inconvenience or concern this event may have caused you.

If you have any questions or concerns, you may contact me at 818-676-8631 for further information.

Sincerely,



Shelley Axelson
Senior Manager, Privacy, Ethics and Compliance
Health Net of California

Enclosures:

Notice of Privacy Practices
Notice of Language Assistance
Nondiscrimination Notice