

Our mission is to provide all Vermonters with the knowledge and tools needed to easily compare and choose a quality, affordable, comprehensive health plan.



January 19, 2016



Dear Ms. 

On January 12<sup>th</sup>, 2016 an authorized representative for another Vermont Health Connect (VHC) consumer informed us that they had inadvertently received their case evidence for an appeal in the mail containing images of 2 of your premium payment checks. We have determined that this incident was the result of VHC's premium processing contractor inadvertently assigning images of your checks to an account of another consumer with the same name. The images were then copied and included as evidence in the other member's appeal process. VHC has since corrected the problem. Please know that check payment images are not visible to any consumers online through the VHC portal.

On or around January 12<sup>th</sup>, 2016, paper photo copies of 2 of your check payment images containing your name address, phone number, checking account number, and bank routing number were received in the mail by an authorized representative of another consumer with the same name as well as provided to an Agency of Human Services Human Services Board Hearing Officer, and an Assistant Attorney General assigned to AHS as part of the other consumer's eligibility appeal process. All parties have since been contacted and have confirmed destruction of your check images. Please know that AHS staff (including those involved in the appeals process) are bound to state and federal privacy laws for keeping consumer information private and secure.

Though it is unlikely, it is possible that your financial account information could be used for fraudulent transactions. Following are some suggestions about how to protect yourself:

- 1) Review your bank and debit card account statements carefully over the next 12 to 24 months and immediately report any suspicious activity to your bank or credit union.
- 2) Monitor your credit reports with the major credit reporting agencies:

Equifax  
1-800-685-1111  
PO Box 740241  
Atlanta GA 30374-0241  
[www.equifax.com](http://www.equifax.com)

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Experion  
1-888-397-3742  
PO Box 2104  
Allen TX 75013  
[www.experion.com](http://www.experion.com)

TransUnion  
1-888-916-8800  
PO Box 1000  
Chester PA 19022  
[www.transunion.com](http://www.transunion.com)

Under Vermont law you are entitled to a free copy of your credit report from each of those agencies once a year. Call the credit reporting agency if you find accounts you did not open, inquiries from creditors that you did not initiate or inaccurate personal information.

We sincerely apologize for any concern this may have caused you. We take the privacy and security of all consumer information very seriously.

Please feel free to contact me at (802) 585-6479 if you have any questions or would like to discuss any concerns you may have.

Sincerely,

Greg Needle  
VHC Privacy Officer