Health Net®

January 4, 2010

John Q. Sample
123 Anywhere St.
Anytown, US 12345-6789

Dear John Q. Sample,

Protecting the privacy of our members' personal information is a critical priority at Health Net, Inc. The purpose of this letter is to inform you of a personal identification matter we were made aware of on September 9, 2009. The matter involved a report that was sent electronically to one of our general insurance agents that mistakenly contained information pertaining to Health Net members not associated with that agent.

The report included your name, enrollment date and your Medicare Social Security number. We immediately realized the error and took steps to correct it. We have also received assurances from our agent that the report was deleted and your information was not further disclosed.

Even though the error has been corrected and we are assured that your information was not further disclosed, you may nevertheless want to consider checking your credit use record and any identification information that may be at risk. You may do this by contacting any one of the three credit reporting agencies at the telephone numbers listed immediately below to obtain a copy of your credit report and, if necessary, place a fraud alert on your credit file. You may also visit www.annualcreditreport.com to obtain a copy of your credit report online.

Experian	Equifax	TransUnion
1-888-397-3742	1-800-525-6285	1-800-680-7289

Note: TTY/TDD users should call 711

We also recommend that you regularly review the explanation of benefit statements you receive from us as claims are submitted. If you see any service that you believe you did not receive, please contact Health Net at the number on the statement.

We would also like to remind you that you have privacy rights under various Federal laws that protect your personal health information. We must follow these laws to protect your privacy

rights. These rights are important for you to know. You can exercise your rights, ask questions about them and file a complaint if you believe your rights are being denied or your health information has not been protected. You may find out more about your privacy rights by reading our HIPAA Notice of Privacy Practices, which is attached.

We respect your right to file a complaint with us or with the United States Department of Health and Human Services through the Office of Civil Rights at (800) 368-1019 (TTY/TDD use 711).

Health Net is diligent about ensuring the safety of our members' information. We are vigorously monitoring this matter to ensure the on-going security of your private information. We sincerely regret any inconvenience or concern this event may cause you. Health Net wants you to know how much we appreciate the trust you have placed in us by choosing us as your health care provider. If you have any concerns or questions, please contact Health Net at the phone number listed on your identification card.

Sincerely,

Lisa King

Lisa King
Director, Information Privacy
Health Net, Inc.

M0004_2009_1747 (H0351, H0562, H0755, H5439, H5520, H5721, H5996, R5863), S5678_2009_1747, CMS Approval (12/09)