



January 17, 2019

Notification # M-MO



Dear Ms. [REDACTED]

**We want to tell you about something that happened.**

MAXIMUS is a contractor to the Department of Vermont Health Access (“DVHA”). On December 10, 2018, DVHA reported to MAXIMUS that a MAXIMUS Supervisor who is your husband’s former girlfriend may have inappropriately viewed your case information. DVHA told us that you submitted an email complaint reporting that the Supervisor told your husband that she knew about your food stamp and fuel assistance benefits. You confirmed that neither you nor your husband ever discussed any benefits with the Supervisor. You also confirmed that the Supervisor is not authorized to access your case.

**What information was accessed?**

The State of Vermont IT Department investigated your complaint. They confirmed that the Supervisor accessed your case in two DVHA systems without a documented business reason. The access was on multiple dates from September 6, 2017 to October 3, 2018. The case information that the Supervisor accessed in the systems includes name, address, date of birth, Social Security number, Client Identification number and healthcare program enrollment for all four case members: you, your child, your husband and your husband’s child with the Supervisor.

**What are we doing to stop this from happening again?**

As a result of this incident, the Supervisor is no longer a MAXIMUS employee. MAXIMUS trains workforce members to access consumer information only for business reasons. Following this incident, MAXIMUS issued a reminder to all workforce members not to access consumer information without a documented business reason.

**What can you do to protect your personal information?**

Please be sure to read your account statements and free credit reports. Since the incident involves the loss of your and your minor child’s personal information, there could be a risk of identity theft. We are offering you and your child 12 months of credit



monitoring and other services from Experian. We also want you to know about other certain protective actions that you may take.

### **How can you enroll in free credit monitoring?**

To help protect your identity, we are offering you a **free** one-year membership in Experian's® IdentityWorks<sup>SM</sup>. This product gives you superior identity detection and resolution of identity theft. You do **not** need a credit card to enroll in Experian IdentityWorks. To activate your membership and start having your personal information monitored, follow these steps:

- **Enroll by April 15, 2019**(Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll at:  
<https://www.experianidworks.com/3bplus>
- Give your **activation code** when you enroll: [REDACTED]

If you have questions about the product, need help with identity restoration, or would like to enroll in Experian IdentityWorks in another way instead of online, please call Experian's customer care team by **April 15, 2019** at **877-890-9332**.

Your engagement number is proof that you qualify for Experian identity restoration services. Be sure to have this number ready when you call [REDACTED]

### **What comes with your 12-month Experian IdentityWorks membership?**

You can contact Experian **right away** about any fraud issues. You will have access to these features for **free** once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is in your credit file. Daily credit reports are available for online members only. If you are an offline member (not using a computer), you will qualify to call for quarterly reports after you enroll.
- **Credit monitoring:** Checks for signs of fraud by actively monitoring your files with the three major credit reporting companies: Experian, Equifax and Transunion.
- **Internet surveillance:** Technology searches the web, chat rooms and bulletin boards 24/7. This is 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 get the same high level of Identity Restoration support even after your Experian IdentityWorks membership expires.



- **Up to \$1 million identity theft insurance\***: Gives coverage for certain costs and unauthorized electronic fund transfers.

### **What should you do if you believe your information was used fraudulently?**

If you believe there was fraudulent use of your information, and you would like to discuss how you may be able to resolve this, please call an Experian agent at **877-890-9332**.

If, after you talk with an agent, it is found that you need identity restoration support, an Experian identity restoration agent will work with you to investigate and resolve each incident of fraud that happened. This service will help you:

- Contact credit grantors to dispute charges and close accounts
- Place a freeze on your credit file with the three major credit bureaus
- Contact government agencies to help restore your identity to its proper condition

Identity restoration is a separate service from credit monitoring. It is used when someone believes their identity has been stolen. We have no reason to believe anyone misused your information. But we take your privacy very seriously. We are offering this extra service for free. To prove that you qualify for the Experian identity restoration services, have your engagement number ready when you call: [REDACTED]

You can get the identity restoration services even if you do not activate your code. You can have the services for one year from the date of this letter. To read self-help tips, learn more about identity protection, and read the Terms and Conditions, go to: [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

### **What can you do to protect your minor child's information:**

To help protect your minor's identity, we are offering a complimentary one-year membership of Experian's® IdentityWorks<sup>SM</sup>. This product provides superior identity detection and resolution of identity theft. To activate this membership and start monitoring your minor's personal information please follow the steps below:

- **Enroll by: April 15, 2019** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/minorplus>
- Provide your **activation code**: [REDACTED]
- Provide your minor's information when prompted

If you have questions about the product, need assistance with identity restoration for your minor or would like to enroll in Experian IdentityWorks in another way instead of online, please contact Experian's customer care team at **877-890-9332** by **April 15, 2019**. Be ready





to give engagement number **DB10423**. It is proof that you qualify for Experian Identity restoration service.

**What comes with your minor's 12-month Experian IdentityWorks membership:**

You do **not** need a credit card to enroll in Experian IdentityWorks.

You can call Experian **right away** regarding any fraud issues. You will have access to these features once you enroll in Experian IdentityWorks for your minor:

- **Social Security Number Trace:** Monitoring to determine whether enrolled minors in your household have an Experian credit report. Alerts of all names, aliases and addresses that become associated with your minor's Social Security Number (SSN) on the Experian credit report.
- **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™:** Receive the same high-level of Identity Restoration support even after the Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your minor's information and would like to discuss how you may be able to resolve those issues, please call an Experian agent at **877-890-9332**.

If, after you talk with an agent, it is determined that you need Identity Restoration support, an Experian Identity Restoration agent will work with you to investigate and resolve each incident of fraud that happened. This service will help you:

- Contact credit grantors to dispute charges and close accounts
- Contact government agencies to help restore your minor's identity to his/her proper condition.

Please note that this offer is available to your minor for one year from the date of this letter. You do not have to do anything. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

**What if you do not want the credit monitoring service?**



If you do not want free credit monitoring, then you do not have to do anything. To learn more about steps you can take to avoid identity theft, you can contact the Federal Trade Commission by mail, online, or phone:

Federal Trade Commission, Consumer Response Center  
600 Pennsylvania Avenue NW  
Washington, D.C. 20580  
[www.consumer.ftc.gov/features/feature-0014-identity-theft](http://www.consumer.ftc.gov/features/feature-0014-identity-theft)  
1.877.ID.THEFT (1.877.438.4338)

### **What if you have more questions?**

If you have any questions or concerns, please contact us:

Kelly Barnier, Project Director  
VHC GMC CSC  
101 Cherry Street, Suite 320  
Burlington, VT 05401  
802.861.6702

Tell us you are contacting us about a Supervisor improperly accessing your case information. You can also give us the Notification Number in the upper right hand corner of the first page of this letter.

We take the privacy and security of your information seriously. We regret any worry or inconvenience this event caused you.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kelly Barnier".

Kelly Barnier  
Project Director

\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions