

August [XX], 2023

«Individuals_First_Name» «Individuals_Last_Name»

«Individuals_Street_Address»
«Individuals_City», «Individuals_State»
«Individuals_Zip_Code»



Re: **NOTICE OF DATA BREACH - PLEASE READ CAREFULLY**

Dear «Individuals_First_Name» «Individuals_Last_Name»:

VNS Health Health Plans (“VNS,” “we,” or “us”) is providing this letter to inform you of an event experienced by VNS’ vendor, TMG Health, Inc. (a Cognizant Technology Solutions company) (“TMG”), that may affect the security of your personal health information. This letter provides details of the event, our response, and resources available to you to help protect your personal health information from possible misuse, should you feel it is appropriate to do so.

Enrollment Code: <<XXXXXXXXXX>>

To Enroll, Scan the QR Code Below:



Or Visit:
<https://response.idx.us/notice-info>

Who is TMG and Why Did They Have My Information? TMG provides claims processing and other administrative services to VNS. As part of these services, TMG receives personal health information regarding our members.

What Happened. TMG became aware of a security vulnerability impacting TMG’s instance of the MOVEit Secure File Transfer server on May 31, 2023. According to TMG, on June 2, 2023, TMG initiated an investigation and implemented the vendor-recommended actions to prevent an exploit. TMG continued to investigate the situation as more information became available about the security vulnerability and how it could be exploited. On June 22, 2023, TMG notified VNS that on June 21, 2023, as part of the ongoing investigation into the security vulnerability, TMG determined that an unauthorized party had accessed and downloaded certain files from TMG’s instance of the MOVEit server between May 30 and June 2, 2023. Further, on June 27, 2023, TMG learned that the unauthorized party claimed that it had some or all of the impacted files.

What Information Was Involved. As a result of TMG’s investigation, which was completed on July 21, 2023, TMG confirmed that files containing your personal health information were impacted by this incident. TMG’s investigation determined that the following personal health information may have been impacted: your name, mailing address, telephone number, email address, date of birth, social security number, member ID, Medicare and/or Medicaid number, benefit and subsidy information, billing information, medical claims information, healthcare provider name and specialty, and dates of service.

What We Are Doing. VNS is committed to maintaining the privacy and security of your information and is taking this incident very seriously. VNS is ensuring that its impacted vendor, TMG, is taking all appropriate steps to address this incident, including updating its systems to prevent intrusions of this nature from occurring in the future. According to TMG, as soon as it learned of potential unauthorized access to its server, TMG initiated an investigation, notified law enforcement of the incident, and implemented all vendor-recommended actions to prevent an exploit, including closing internet-exposed interfaces and applying all patches released by the vendor. TMG also rebuilt its server and upgraded to the vendor’s most current version, updated its security tools to watch for and block a similar intrusion, and developed behavior-based search queries to detect similar activity in the

future. TMG is also evaluating several potential long-term remediation activities to improve the security posture of the environment, including various technical and procedural changes. In response to this incident, VNS is working to enhance its third party risk management processes.

What You Can Do. To assist in protecting you from any potential identity theft, we are offering you one year of complimentary Personal Identity and Privacy Protection through a national leader in data breach response services, IDX A ZeroFox Company, the data breach and recovery services expert. IDX identity protection services include: [12 months/24 months] of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling 1-888-727-2311, going to <https://response.idx.us/notice-info>, or scanning the QR image and using the enrollment code provided above. This code is unique for your family member's use and should not be shared. IDX representatives are available Monday through Friday from 9 a.m. - 9 p.m. ET. Please note the enrollment deadline is [3 months from the date of this letter]. Please review the enclosure to learn more about what is included with these services. Please note that you must complete the enrollment process yourself, as we are not permitted to enroll you in these services on your behalf.

We also encourage you to review the enclosed Reference Guide, which contains information on what you can do to better protect against possible misuse of your information. We encourage you to remain vigilant against potential incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity.

For More Information. We regret that this incident occurred, as VNS takes the confidentiality of its members' data very seriously. We understand that you may have questions that are not addressed in this letter. If you have additional questions, please call 1-888-727-2311 which is available Monday through Friday, between the hours of 9:00 a.m. and 9:00 p.m. Eastern Time.

Sincerely,

VNS Health Health Plans

Reference Guide
Review Your Account Statements

Carefully review statements sent to you from your healthcare providers, insurance company, and financial institutions to ensure that all of your account activity is valid. Report any questionable charges promptly to the provider or company with which you maintain the account.

Provide Any Updated Personal Information to Your Health Care Provider

Your health care provider's office may ask to see a photo ID to verify your identity. Please bring a photo ID with you to every appointment if possible. Your provider's office may also ask you to confirm your date of birth, address, telephone, and other pertinent information so that they can make sure that all of your information is up to date. Please be sure and tell your provider's office when there are any changes to your information. Carefully reviewing this information with your provider's office at each visit can help to avoid problems and to address them quickly should there be any discrepancies.

Order Your Free Credit Report

To order your free annual credit report, visit www.annualcreditreport.com, call toll-free at (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three credit bureaus provide free annual credit reports only through the website, toll-free number or request form.

Upon receiving your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you have not requested credit. Some companies bill under names other than their store or commercial names; the credit bureau will be able to tell if this is the case. Look in the "personal information" section for any inaccuracies in information (such as home address and Social Security Number).

If you see anything you do not understand, call the credit bureau at the telephone number on the report. Errors may be a warning sign of possible identity theft. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing. Information that cannot be explained should also be reported to your local police or sheriff's office because it may signal criminal activity.

How to Enroll in IDX Credit and Identity Monitoring Services

As a safeguard, you may enroll, at no cost to you, in an online credit monitoring and identity restoration service provided by IDX. To enroll in this service, please call 1-888-727-2311 or visit <https://response.idx.us/notice-info> and follow the instructions for enrollment using the Enrollment Code provided above.

The monitoring included in the membership must be activated to be effective. You have until [3 months from the date on this letter] to enroll in these services. Please note that credit monitoring services may not be available for individuals who have not established credit or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score. If you need assistance, IDX will be able to assist you.

We encourage you to take advantage of these protections and remain vigilant for incidents of potential fraud and identity theft, including regularly reviewing and monitoring your credit reports and account statements.

Contact the U.S. Federal Trade Commission

If you detect any unauthorized transactions in any of your financial accounts, promptly notify the appropriate payment card company or financial institution. If you detect any incidents of identity theft or fraud, promptly report the matter to your local law enforcement authorities, state Attorney General and the FTC.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft by using the contact information below:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft/

Place a Fraud Alert on Your Credit File

To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect against the possibility of an identity thief opening new credit accounts in your name. When a credit grantor checks the credit history of someone applying for credit, the credit grantor gets a notice that the applicant may be the victim of identity theft. The alert notifies the credit grantor to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free fraud numbers provided below. You will reach an automated telephone system that allows flagging of your file with a fraud alert at all three credit bureaus.

Equifax	P.O. Box 105069 Atlanta, Georgia 30348	1- 888-766-0008	www.equifax.com
Experian	P.O. Box 9554 Allen, Texas 75013	1-888-397-3742	www.experian.com
TransUnion	P.O. Box 2000 Chester, PA 19016	1-800-680-7289	www.transunion.com

Security Freezes

You have the right to request a credit freeze from a consumer reporting agency, free of charge, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit.

Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit bureau. To place a security freeze on your credit report you must contact the credit reporting agency by phone, mail, or secure electronic means and provide proper identification of your identity. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

Below, please find relevant contact information for the three consumer reporting agencies:

Equifax Security Freeze	P.O. Box 105788 Atlanta, GA 30348	1-800-685-1111	www.equifax.com
Experian Security Freeze	P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	P.O. Box 160 Woodlyn, PA 19094	1-888-909-8872	www.transunion.com

Once you have submitted your request, the credit reporting agency must place the security freeze no later than 1 business day after receiving a request by phone or secure electronic means, and no later than 3 business days after receiving a request by mail. No later than five business days after placing the security freeze, the credit reporting agency will send you confirmation and information on how you can remove the freeze in the future.

For Residents of the District of Columbia

You may contact the D.C. Attorney General's Office to obtain information about steps to take to avoid identity theft:

D.C. Attorney General's Office, Office of Consumer Protection, 400 6th Street, NW, Washington DC 20001, 1-202-442-9828, www.oag.dc.gov.

For Residents of New York

You may also obtain information about security breach response and identity theft prevention and protection from the New York Attorney General's Office:

Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, www.ag.ny.gov.

For Residents of North Carolina

You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office:

North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-919-716-6000, www.ncdoj.gov.

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ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-699-6262 (TTY: 1-800-955-8771).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-699-6262 (TTY: 1-800-955-8771).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-855-699-6262 (TTY: 1-800-955-8771)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 11-855-699-6262 (TTY: 1-800-955-8771).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-855-699-6262 (TTY: 1-800-955-8771).

注意:如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電1-855-699-6262 (TTY: 1-800-955-8771)。

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-699-6262 (ATS : 1-800-955-8771).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-699-6262 (TTY: 1-800-955-8771).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-699-6262 (телетайп: 1-800-955-8771).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-699-6262 (رقم هاتف الصم والبكم: 1-800-955-8771).

ATTENZIONE: In cask la lingua palatal said litigant, so no disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-699-6262 (TTY: 1-800-955-8771).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-699-6262 (TTY: 1-800-955-8771).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-699-6262 (TTY: 1-800-955-8771)번으로 전화해 주십시오.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-699-6262 (TTY: 1-800-955-8771).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-855-699-6262 (TTY: 1-800-955-8771).

เรียน :ถ้า คุณพูด ภาษาไทยคุณสามารถใช้ บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-855-699-6262 (TTY: 1-800-955-8771).