

WEB POSTING

April 8, 2014

Notice for Drug Medi-Cal Clients Regarding Potential Breach of HIPAA Information

Dear Clients,

We believe acting responsibly is an integral part of our commitment to delivering the best possible services to the citizens of Los Angeles County. On February 26, 2014, we became aware that investigative reports containing information about approximately 30 of our substance use disorder clients was viewable on the non-profit Center for Investigative Reporting (CIR) website.

After we learned of this, we promptly asked that the reports be removed from the CIR website. That same day, the reports were replaced with reports that did not include any client information. Additionally, we attempted to personally contact those affected through the U.S. mail to inform them of what happened. Some of our clients could not be reached and our letters were returned unopened. It is our intention by this posting to let those we could not reach know what happened.

You may contact us to determine if your client information was included in the information that was released. Affected clients would have sought services at Plaza Community Health Center, Inc. between September 2011 and February 2012 or American Drug Recovery Program, Inc., between June 2011 and August 2011.

The investigative reports contained specific client information including first name initial and last name, or the agency client file number consisting of the first and last initial of client's name, gender code, and date of birth (MMDDYY), or a combination of this information.

The investigative reports were provided on July 10, 2013, to California Watch, which is owned by CIR, in response to a request they made under the California Public Records Act, which is a freedom of information law, as part of an investigation regarding fraud and waste. To ensure client privacy, before we provided these reports, we should have removed all client information.

Although we do not have any indication that any client information was or may be used for identity theft, we encourage anyone whose information was included to take proper steps to be protected against identity theft. Federal law allows consumers one (1) free credit report each year from each of the three (3) national credit bureaus: Equifax, Experian, and TransUnion. You have the option of requesting all three (3) reports at the same time or requesting them individually at different times throughout the year.

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Experian
PO Box 9532
Allen, TX 75013
(888) 397-3742
www.experian.com

TransUnion Fraud Victim Assistance Division
PO Box 6790
Fullerton, CA 92834-6790
(800) 680-7289
www.transunion.com

Equifax
PO 740241
Atlanta, GA 30374-0241
(800) 525-6285
www.equifax.com

The following agencies can provide additional information about protecting against identity theft:

- Federal Trade Commission (<http://www.consumer.gov/idtheft/>).
- Identity Theft Victim Checklist (<http://oag.ca.gov/idtheft/information-sheets>).

California residents may order a free credit report through the following toll-free phone number or Web site:

1-877-322-8228
www.annualcreditreport.com

If you find that your information has been misused, or that an account has been falsely created using your identity, you should contact your local law enforcement agency, your personal bank(s), and credit card agencies.

In our commitment to prevent a similar incident from occurring again, we have put additional focus on preserving the privacy of our clients and have made great strides in our efforts to develop improved procedures and provided additional training for staff on releasing information either through a Public Records Act request or to the media.

We sincerely apologize for any inconvenience or concerns this incident may have caused you. If you have any questions or would like additional information, you may contact us at (888) 228-9064.