



August 18, 2021

Re: Substitute Notice for HIPAA Breach Notification

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires the Nebraska Dept. of Health and Human Services (DHHS) to notify potentially affected individuals of improper disclosures of protected health information (PHI). A breach was discovered on April 9, 2021, and DHHS notified all impacted individuals by mail on June 7, 2021. Approximately ten (10) of these notifications were returned to DHHS as undeliverable. This message constitutes substitute service for those individuals we attempted to notify but were unable to reach. Unless you received or were supposed to receive a Medicaid renewal notification letter in April, 2021, you are unlikely to be one of the impacted individuals. If you have any questions or believe you may have been one of the individuals with an undeliverable address, please contact us by phone at 402-471-4068, email at DHHS.HIPAAOffice@nebraska.gov or by mail to HIPAA Privacy and Security Office, 301 Centennial Mall South, 3rd Floor, Lincoln, NE 68509-5026.

June 7, 2021

[Name of Individual]

[Address]

Re: Notice of Release of Health Information

Dear [_____]:

We regret to inform you that due to a software error in our system, your phone number and the last four digits of your social security number were sent out to another individual in the State of Nebraska on April 8, 2021 or April 9, 2021. DHHS became aware of this occurrence on April 9, 2021. While DHHS does not expect you to be harmed as a result of this disclosure since your name was not attached to the information, we nonetheless encourage you to take the following measures:

- Call the toll-free numbers of any of the three major credit bureaus (listed below) to place a fraud alert on your credit report. This can help prevent any improper use of your information. As soon as one credit bureau confirms your fraud alert, your credit report with the other two will automatically be updated.

Equifax: (888)766-0008; www.fraudalerts.equifax.com. General: (800) 685-1111, www.equifax.com, P.O. Box 740241, Atlanta, GA 30374-0241.

Experian: (888) 397-3742; <https://www.experian.com/fraud/center.html>. General: (888)EXPERIAN (397-3742); www.experian.com; 475 Anton Blvd., Costa Mesa, CA 92626.

TransUnion: (800) 680-7289 (888-909-8872 for freeze); <http://www.transunion.com/personal-credit/credit-disputes/fraud-alerts.page>; TransUnion Fraud Victim Assistance Department, P.O. Box 2000, Chester, PA 19022-2000. General: (800) 680-7289; www.transunion.com; P.O. Box 2000, Chester, PA 19022-2000

- Obtain a copy of your credit report from one of the above mentioned credit bureaus. Examine your report closely for any signs of fraud, such as unfamiliar accounts. Continue to monitor your credit reports for the next several months.

An immediate solution was implemented and is currently effective in preventing further issues. A long-term solution is being worked on by our IT staff and additional testing criteria have been set up in an effort to prevent similar issues in the future. We are committed to keeping your information safe and assure you we are doing everything possible to regain your trust.

If you have any questions regarding this incident, please contact us by phone at 402-471-4068, email at DHHS.HIPAAOffice@nebraska.gov or by mail to HIPAA Privacy and Security Office, 301 Centennial Mall South, 3rd Floor, Lincoln, NE 68509-5026.

Respectfully,

Keith A. Patton

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