



1145 Broadway, Suite 300  
Tacoma, WA 98402

July 14, 2022

Washington State Attorney General  
800 5<sup>th</sup> Ave Ste 2000  
Seattle, WA 98104

Dear Mr. Ferguson,

This is a notice of security breach pursuant to RCW [19.255.010\(7\)](#). Coordinated Care of Washington, Inc., and Coordinated care Corporation are health carriers that offers product to Medicaid and Marketplace enrollees respectively in Washington state.

On June 16, 2022, we received notice from our provider, Matrix Medical Network (“Matrix”), that their vendor One Touch Point, Inc. (“OTP”) had a cyber incident. An unauthorized party between the period of April 27, 2022, and June 3, 2022, accessed data files stored on OTP’s system. Upon learning of this incident, OTP instantly took steps to contain it. They engaged a cyber security firm to investigate the incident and notified the United States Federal Bureau of Investigation (FBI).

The cyber security incident affected about 1,021 Washington State residents enrolled in both our Medicaid and Marketplace products. The data involved in this incident were: name, healthcare ID number and clinical information. No social security number was accessed by the unauthorized party.

We are complying with the Health Insurance Portability and Accountability Act of 1966 in notifying affected enrollees and other stakeholders.

Please contact me at [WACompliance@Centene.com](mailto:WACompliance@Centene.com) if you have any questions.

Sincerely,

Sheila S. Nishimoto  
Vice President, Compliance  
Coordinated Care of Washington, Inc.



1145 Broadway, Suite 300  
Tacoma, WA 98402

Date

Name  
Address1  
Address2  
City, State Zip

Dear [NAME],

Coordinated Care received a notice from our provider, Matrix Medical Network (“Matrix”), that their vendor One Touch Point, Inc. (“OTP”) had a cyber incident. This incident involved your information. As a precaution, this letter has steps you can take to help protect your information. Please read it carefully.

***Why Does OTP Have My Information***

Matrix used OTP for printing and mailing services on behalf of our members.

***What Happened***

On June 16, 2022, we received notice that some of our Apple Health (Medicaid) member data was involved in a cyber incident at OTP. The incident happened between April 27, 2022, and June 3, 2022, with OTP. During that time, an unauthorized party accessed our data files stored on OTP’s systems. Upon learning of this incident, OTP instantly took steps to contain it. They hired a cyber security firm to investigate the incident and notified the United States Federal Bureau of Investigation (FBI).

The investigation is now complete. Your information was included in the data files involved in this incident.

***What Information Was Involved***

Information involved included the following:

- Name
- Healthcare ID Number
- Clinical Information Including Diagnosis

Social Security Number was not included or involved.

***What We Are Doing***

The following actions have been taken in response to this incident:

- We activated our incident response plan and worked with the vendor to notify members involved as quickly as possible.

- Matrix stopped business operations with OTP.
- OTP reported the matter to the FBI.
- OTP added more security procedures to guard against this happening again.
- We are giving you information about identity theft protection.

***What You Can Do***

Please read the steps below to protect your information.

- 1) Review the “Additional Steps You Can Take” guide at the end of this letter. It describes more ways to help protect yourself. It includes tips from the Federal Trade Commission about identity theft protection and how to place a fraud alert or a security freeze on your credit file.
- 2) Keep a copy of this letter for your records. This helps in case of any potential future problems with your health plan benefit or other records. Regularly review any statements you receive about your health plan benefits. If you see signs of any treatment or services that you believe you did not receive, please contact us immediately at number listed below.

***For More Information***

The security of your information is important to us. We are sorry for any inconvenience this incident may have caused you. For more information, or if you have any questions about this incident, please call us at 1-877-644-4613, 8am-5pm Monday -Friday.

Sincerely,  
Coordinated Care of Washington, Inc.

Enclosures: Statement of Non-Discrimination and Language Insert

### Additional Steps You Can Take

Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
Phone: 1-800-685-1111 P.O. Box 740256 Atlanta, Georgia 30348 www.equifax.com	Phone: 1-888-397-3742 P.O. Box 9554 Allen, Texas 75013 www.experian.com	Phone: 1-888-909-8872 P.O. Box 105281 Atlanta, GA 30348-5281 www.transunion.com

**Free Credit Report.** Be alert for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You can also get a free freeze for your children who are under 16. And if you are a guardian, conservator or have a valid power of attorney, you can get a free freeze for that person.

How does a credit freeze work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don't confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when you request a freeze (note: if you are requesting a freeze for your spouse, this information must be provided for them 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 crucial each copy is legible, displays your name and current mailing address, and the date of issue.

**Fraud Alerts.** A fraud alert tells businesses that check your credit to check with you before opening a new account. When you place a fraud alert, it will last one year. Fraud alerts are free and identity theft victims can get an extended fraud alert for seven years.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or that your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**Reporting of identity theft and obtaining a police report.** You have the right to obtain any police report filed in the United States regarding this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.