



2900 Ames Crossing Road
Eagan, MN 55121

www.primetherapeutics.com

December 28, 2020

Office of Attorney General
1125 Washington St. SE
PO Box 40100
Olympia, WA 98504

BY ELECTRONIC MAIL
SecurityBreach@atg.wa.gov

Re: Data breach notification to consumers

To Whom It May Concern:

I am writing pursuant to Wash. Rev. Code § 19.255.010 to inform you of a data breach. Beginning in 2021, Prime Therapeutics (the "Company") will administer prescription drug benefits on behalf of health plans sponsored by the Boeing Company. On December 2, 2020, the Company became aware that certain letters mailed to inform a subset of individuals of changes to their 2021 prescription drug benefit changes were mailed to the incorrect address and may have contained a correct or incorrect medication name. These letters were mailed on November 30, 2020.

The personal information involved included an individual's first and last name and a name of a medication they are prescribed, or a name of a medication that they had not been prescribed.

This incident was due to manual mailing error, which was identified shortly after the mailing. Upon discovery of this incident, the Company took prompt action to investigate the matter. The Company has conducted additional quality reviews to confirm the issue was isolated to this one occurrence, and the data file has been corrected. Going forward, the Company will conduct additional review of files used for mailings. The Company is reinforcing its existing policies and practices with respect to member mailings and evaluating additional safeguards to help prevent a similar incident from occurring in the future. The Company has also provided contact information for affected individuals with questions about the incident.

897 Washington residents were affected by this incident. Notice will be provided by U.S. mail, to all state residents who may have been affected by the incident on [insert date]. A copy of the notice is enclosed. Notice will also be provided to the U.S. Department of Health and Human Services Office for Civil Rights pursuant to section 13402 of the federal Health Information Technology for Economic and Clinical Health Act, Public Law 111-5.

Please feel free to contact me if you have any questions or require additional information.

Sincerely,

A handwritten signature in black ink, appearing to be 'SB' followed by a flourish.

Sheri Beck
Assistant Vice President, Privacy & Ethics Officer
Tel: (612) 777-5330
E-mail: Sheri.Beck@PrimeTherapeutics.com

Enclosure



2900 Ames Crossing Road
Eagan, MN 55121

www.primetherapeutics.com

Month Date, Year

Member First and Last Name
Street Address
City, State Zip

Re: November 2020 Letter

Dear [Name],

We are writing to inform you of a privacy incident that may have involved some of your personal information. As previously announced, Prime Therapeutics will administer your Boeing prescription drug benefits starting January 1, 2021. On December 2, 2020, we became aware that certain letters mailed to inform individuals of changes to their 2021 prescription drug benefits were mailed to the incorrect address and may have contained a correct or incorrect medication name. These letters were mailed on November 30, 2020.

One of the misdirected letters may have included a limited amount of your personal information. That information may have included your first and last name and a name of a medication you are prescribed or a name of a medication that you are not currently prescribed. This incident did *not* involve any other medical information, your social security number, or financial information such as bank or credit card account information.

This incident was due to manual mailing error, which was identified shortly after the mailing. Upon discovery of this incident, we took prompt action to investigate the matter. We have conducted additional quality reviews to confirm the issue was isolated to this one occurrence, and the data file has been corrected. We recommend that you regularly monitor any explanation of benefits statements that you receive, and if you notice any unfamiliar health care services, please contact your provider or insurer. If you have any other questions, please contact us at Prime Member services using the 800-number provided below.

Please know that we take our responsibility to safeguard your personal information very seriously and remain committed to protecting the privacy and security of the information entrusted to us. Going forward, Prime will conduct additional review of files used for mailings. We are reinforcing our existing policies and practices with respect to member mailings and evaluating additional safeguards to help prevent a similar incident from occurring in the future.

If you have any questions about this situation, please do not hesitate to contact Member Services at 800-421-6022.

Sincerely,

A handwritten signature in black ink, appearing to be 'S. Beck', followed by a long horizontal line extending to the right.

Sheri Beck
Assistant Vice President, Privacy & Ethics Officer