

I am writing to inform your office that the Area Agency on Aging and Disabilities of Southwest Washington (AAADSW) experienced a data breach affecting more than 500 clients.

**Summary of incident:**

- A former employee inappropriately emailed a report containing approximately 7,000 provider authorization records of Community Choice Guide (CCG) services rendered. The former employee, without AAADSW and/or client permission, encrypted and wrongly emailed the report to a personal email account to understand whether there would be sufficient business to become a contractor. The email was sent, using the WA Secure Access encryption system, by the former employee on January 15, 2019 and was discovered by AAADSW on March 12, 2019.
- AAADSW addressed the issue on March 15<sup>th</sup> by having Information Technology and Executive Management witness and confirm the deletion of the report from the former employee's home computer. Additionally, the former employee signed an attestation stating the report was not shared with any other persons or entities and viewed for illustrative purposes only.

**Information involved in the breach:**

- Medicaid Provider One ID Numbers
- Client Names

**Actions taken to address the breach:**

- Immediate removal/denial of access to work systems at the time the former employee left AAADSW.
- Additional training for existing staff regarding the importance of the protection of PHI during team meetings in April 2019.
- Clients will be notified by letter beginning May 1<sup>st</sup>, 2019 with completion occurring on or before May 10<sup>th</sup>, 2019.
  - AAADSW breach contact information is (360) 735-5727 and/or [aaadswrecords@dshs.wa.gov](mailto:aaadswrecords@dshs.wa.gov)
- Press release will be submitted on or around May 1<sup>st</sup>, 2019.
- Report filed with the Office of Civil Rights on 4/22/19.
- Report filed with the WA State Attorney General's Office on 04/22/19.

Please let me know there are additional questions we can answer and/or additional information that is required surrounding this notice.

May 10<sup>th</sup>, 2019

Dear Client:

The Area Agency on Aging & Disabilities of SW WA (AAADSW) regrets to inform you that a former employee of ours inappropriately emailed a report containing provider authorization records of Community Choice Guide (CCG) services you may have received. The email was sent by the former employee on January 15, 2019 and was discovered by AAADSW on March 12, 2019.

Due to our actions described below, we are confident that any personal information about you will not be compromised or shared elsewhere.

The former employee, without AAADSW and/or client permission, encrypted and wrongly emailed the report to a personal email account to understand whether there would be sufficient business to become a contractor.

The following information was contained in the report.

1. **ProviderOne ID #**
2. **Name (Last, First)**

AAADSW's Information Technology and Executive Management witnessed and confirmed deletion of the report from the former employee's home computer. Additionally, the former employee signed an attestation stating the report was not shared with any other persons or entities and viewed for illustrative purposes only.

The safety and security of your personal information is important to us. Please note there is no action required by this notice. Below you will find a link to information about keeping your identity safe.

If you have questions or concerns, you would like to talk about, please feel free to call the number or email the address below. A member of our records team will be in contact with you as soon as possible. Our office hours are Monday through Friday, 8:00am to 5:00pm.

Sincerely,

**AAADSW Records Team**

Direct Phone: (360) 735-5727

Toll Free Phone: (888) 637-6060, Extension 207

Email: [AAADSWRecords@dshs.wa.gov](mailto:AAADSWRecords@dshs.wa.gov)

**Resources**

- Federal Trade Commission Consumer Information – Identity Theft  
<https://www.consumer.ftc.gov/features/feature-0014-identity-theft>
- Washington State Office of the Attorney General – Data Breach Notifications  
<https://www.atg.wa.gov/data-breach-notifications>