



February 26, 2021

*Re: Information Breach Notification Letter*

Dear Customer:

The Illinois Department of Healthcare and Family Services (HFS), the Illinois Department of Human Services (IDHS), and the Illinois Department of Innovation and Technology (DoIT) are writing to inform you of an incident that may affect the security of some of your personal information and the personal information of all other members of your household that were on your case at any point before November 24, 2020. While we are unaware of any actual or attempted misuse of the information, we take this incident very seriously and are providing you and the other members of your household with information about the incident, our response to it, and resources available to help protect all household members who are part of this case should you feel it appropriate to do so.

**What Happened?** In late November 2020, due to a file handling error, a number of addresses in the State of Illinois Integrated Eligibility System (IES) were changed to incorrect addresses. As a result of the error, notices for customers were sent to the wrong addresses. The envelopes had the correct name but incorrect address. A notice was sent in your name to the wrong address, and a notice may have been sent in the name(s) of other member(s) of your household to the wrong address.

**What Did the State Do to Respond to this Incident?** Upon learning of the incident, the State promptly corrected the addresses in IES and immediately began an investigation to determine the cause of this incident. The investigation found that the cause of the incident was a mismatched file during an update that caused many customers' addresses to be changed to incorrect addresses. This error has been corrected and the address associated with this case is now correct in IES so that future notices will be sent to the correct address for all household members who are part of this case.

**What Information Was Potentially Involved?** The information involved depends on the type of notice that was mailed. The notice may have included your and other household members' name(s), case number, status as a recipient of Medical assistance, Temporary Assistance for Needy Families (TANF) benefits, or Supplemental Nutrition Assistance Program (SNAP) benefits, names of dependents, birth dates, Medical ID (RIN), medical eligibility category, Medical coverage dates and information regarding other members of your household.

**What Can You Do?** We understand that you may have questions about this incident that are not addressed in this letter. There is a dedicated assistance line that you can call, Monday through Friday, from 8:00am to 4:30 pm Central Time: 1-877-805-5312 and then press 0. This line is available for you or any of your household members to call with questions until May 25, 2021. Please note that representatives will only be able to answer questions specific to this privacy incident. If you have questions regarding your benefits, please contact your local office.

To help you remain vigilant against incidents of identity theft and fraud, we are providing you with the contact information for three credit reporting agencies. Federal law entitles everyone to one free credit report per year from each of the three main credit bureaus and you can obtain information regarding fraud alerts and security freezes from them.

You and any of your household members on your case may contact one of these agencies to order a free credit report and place a free fraud alert on your credit files. A fraud alert lets creditors know to contact you before opening new accounts.

**Equifax Information Services:**

To order a credit report, call (800) 685-1111

To place a fraud alert, call (888) 766-0008

<https://www.alerts.equifax.com/AutoFraudOnline/jsp/fraudAlert.jsp>

<https://www.freeze.equifax.com/Freeze/jsp/SFFPersonalIDInfo.jsp>

Address: P.O. Box 740241, Atlanta, GA 30374

**Experian Security Assistance:**

To order a credit report or to place a fraud alert, call (888) 397-3742

<https://www.experian.com/fraud/center.html>

Address: P.O. Box 2002, Allen, TX 75013-2002

**Trans Union Fraud Victim Assistance Center**

To order a credit report, call (877) 322-8228

To place a fraud alert, call (800) 680-7289

To place a security freeze, call (888)909-8872

<https://fraud.transunion.com>

Address: P.O. Box 2000, Chester, PA 19022-2000

If you order credit reports, please review them thoroughly upon receipt and look for inquiries from creditors that you did not initiate and personal information that may not be accurate, such as your home address and Social Security number. If you do find suspicious activity on your credit reports, you should follow the steps recommended by the credit bureau.

For additional information on identity theft, including steps to take if you become a victim, please visit the Federal Trade Commission's website at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft). You may also contact the Federal Trade Commission at:

600 Pennsylvania Av., NW  
Washington, DC 20580  
877-ID-THEFT (877-438-4338)  
<http://ftc.gov/>  
<http://www.consumer.ftc.gov/>

You can be sure that the protection of your private information is of the utmost importance to us and we are deeply sorry for any inconvenience this matter may cause you.

Sincerely,

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