



<Date>

<Member First Name> <Member Last Name>

<Member Address>

< City>, <State> <Zip>

320-900

Important Member Information

Dear <Member First Name> <Member Last Name>:

L.A. Care is serious about member privacy. We are sending you this letter to make sure that you are aware of an accidental mailing error involving member identification (ID) cards. On September 18, 2012, L.A. Care learned that some member ID cards were sent to the wrong members. The ID cards were mailed starting September 17, 2012.

Please note that the information in the mailing included only your name, your member ID number, and your date of birth; no other identifying information that could expose you to identity theft was included. There is no indication that the information has been misused or disclosed. Nonetheless, we felt it necessary to inform you since your health insurance plan information was involved.

You may want to request a copy of your medical records from your health care provider. If you see any services in your medical record that you believe you did not receive, please contact us at the number below.

Keep a copy of this notice for your medical records. For information about your medical privacy rights, we recommend you visit the website of the California Office of Privacy Protection at www.privacy.ca.gov.

L.A. Care will send new ID cards to all affected members. Your privacy is very important to us. We will do everything we can to make this situation better.

We regret that this incident occurred and want to assure you that we are reviewing and revising our procedures and practices to minimize the risk of this happening again. Should you need any further information about this incident, please contact me by email at vrichardson@lacare.org, by telephone at 1-888-839-9909, or letter to 1055 West 7th Street, 10th Floor, Los Angeles, CA 90017.

We will be happy to answer any questions or concerns you may have.

Sincerely,

Veronica Richardson
Privacy & Information Security Officer

