

Notice of Data Security Incident

Snohomish County is providing notice of an incident that may affect the security of personal information related to employee health plan members. We take this incident very seriously. Although we have no evidence that the information impacted has been misused, this notice provides details of the incident and the resources available to individuals to help protect their information from possible misuse from any source, should they feel it is appropriate to do so.

What Happened? On April 4, 2019, Snohomish County became aware that a document containing certain health-plan related information of some of its employees had been inadvertently provided on April 3, 2019 in response to an public records request from a company. Snohomish County immediately took steps to mitigate the disclosure by limiting access to the data and contacting the recipient company to request deletion of the information. The recipient company confirmed that the information had been accessed by one employee and deleted from its systems.

What Information Was Affected? The inadvertently disclosed document included the following types of information for affected employee health plan members: full name, employment details, insurance plan (health, life, and Aflac selection) , and employee premium contributions.

What Are We Doing? Information privacy and security are among our highest priorities. Snohomish County has strict security measures to protect the information in our possession. Upon learning of this incident, we quickly limited accesses to the document, contacted the inadvertent recipient company to request deletion of the document, and launched an internal investigation into the cause of this incident. We are currently exploring additional training and education for employees to prevent similar future incidents. We are also notifying the United States Department of Health and Human Services.

What Can You Do? Although we have no reason to believe this information has or will be misused as a result of this incident, individuals can review the enclosed document, “Steps You Can Take to Protect Your Information,” for more information.

For More Information: We recognize that individuals may have questions not addressed in this letter. If individuals have additional questions, or would like to know if they are affected but are not sure, they can call our assistance line at 1-855-424-1293 (toll free), Monday through Friday, 6:00 a.m. to 6:00 p.m., PT.

We sincerely regret the inconvenience this incident may cause. Snohomish County remains committed to safeguarding the information in our care and we will continue to take steps to ensure the security of our systems.

Steps You Can Take to Protect Your Information

Monitor Your Accounts.

To further protect against possible identity theft or other financial loss, we encourage you to remain vigilant, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

We recommend that you regularly review any Explanation of Benefits statements that you receive from your insurer. If you see any service that you believe you did not receive, please contact your insurer at the number on your statement. If you do not receive regular Explanation of Benefits statements, you can contact your insurer and request that they send such statements following the provision of services in your name or number.

Credit Reports. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

Fraud Alerts. At no charge, you can also have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

Equifax
P.O. Box 105069
Atlanta, GA 30348
800-525-6285
www.equifax.com

Experian
P.O. Box 2002
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19016
800-680-7289
www.transunion.com

Security Freeze. You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer’s credit report without the consumer’s written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. If you have been a victim of identity theft, and you provide the credit bureau with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, depending on your residence, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files.

Snohomish County Website – Substitute Notice

To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-685-1111
<https://www.freeze.equifax.com>

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
[www.experian.com/freeze/
center.html](http://www.experian.com/freeze/center.html)

TransUnion
P.O. Box 2000
Chester, PA 19016
1-888-909-8872
[www.transunion.com/
securityfreeze](http://www.transunion.com/securityfreeze)

Additional Information. You can further educate yourself regarding identity theft, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue, NW, Washington, DC 20580; www.ftc.gov/idtheft; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC. You can also further educate yourself about placing a fraud alert or security freeze on your credit file by contacting the FTC or your state's Attorney General.