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2009 Health Net Security Incident



This notice is to inform you about a recent security incident in our Connecticut office. An unencrypted portable disk drive was determined to be missing. While the information contained on the disk drive was saved in an image format that cannot be read without special software, it did contain the personal information of many of our past and present Health Net members.

Health Net will provide credit monitoring for over two years - free of charge - to all impacted members who elect this service, and will provide assistance to any member who has experienced any suspicious activity, identity theft or health care fraud between May 2009 and their date of enrollment with our identity protection service.

To date we have not had any reports of misused data.

We began sending letters to affected members the week of November 30th.

Protecting the privacy of our members is extremely important to us. We apologize for any inconvenience or concern this may cause our members. We are doing everything we can to determine what information was on that disk, notify everyone affected as quickly as possible, provide the right tools to remedy any problems that may arise and answer any and every question you might have.

If you have any questions or feel that you have an identity theft issue, please contact our representatives at (877) 263-8001 between 10:00 a.m. and 6:00 p.m., EST, Monday through Saturday. We appreciate your patience as we continue our efforts to resolve this matter.

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