

Date

Name

Address

City State Zip Code

Important Message About Your Personal Information

Dear

On behalf of the Colorado Department of Human Services - which oversees Colorado's food and cash assistance programs - we are writing to let you know that some of your personal information was accidentally printed on someone else's Notice to Reapply due to a technical error. We sincerely apologize for this incident and want to reassure you of our deep commitment to protecting your personal information.

What Happened

A single error occurred which caused incorrect information to be displayed on Notices to Reapply. On November 6, 2019 we immediately stopped producing these notices. This issue was resolved on November 10, 2019 by fixing the root cause of the technical error. This is considered a HIPAA (Health Insurance Portability and Accountability Act of 1996) breach. HIPAA is a federal law that protects your individually identifiable health information.

What May Have Been Disclosed

The disclosed information may have included your name, employer, and household resources, such as the fact that you have a car. Specific details were not disclosed, such as your bank account numbers and amounts, and the make and model of your car. Other personal information such as your Social Security Number, date of birth, and address also were not disclosed.

What You Can Do

This incident does not affect your case information or eligibility, and no action is required from you as a result of the error. The risk for identity theft is low based on the nature of the disclosed information. To help protect against the potential of identity theft, the state is offering you free credit monitoring services for one year. If you choose to accept this offer, or if you have questions about the breach, please call 1.800.250.7741, option 2, between 8:00 a.m. - 4:00 p.m. MST, Monday-Friday (except Thanksgiving Day, Christmas Day, New Year's Day, Martin Luther King Jr. Day, and Presidents Day). This number will remain active through February 24, 2020. You can also email our support team anytime at CBMS.help@state.co.us.

Once again, I would like to offer my sincerest apology for any inconvenience this may have caused.

Sincerely,

D. Marty Esquibel
CDHS HIPAA Privacy and Security Officer

Encl: Frequently Asked Questions
Help In Your Language Guide

Frequently Asked Questions

Question	Answer
What happened?	A technical error caused incorrect information to be printed in some <i>Notice to Reapply Packets</i> .
Will eligibility be impacted?	Your eligibility will not be impacted due to this error.
Will benefits be impacted?	Your benefits will not be impacted due to this error.
How can I confirm my benefits are still active?	You can check the status of your benefits, by going to the MyCOBenefits app or PEAK online or mobile. You can also submit changes, and on MyCOBenefits see the balance of your EBT card, and more.
Is my information on another person's case?	The inaccurate information on the document is not on the case. It was only on the document.
If my information was on someone else's document, was my personal information shared (Social Security Number, date of birth, home address, etc.)?	No personal information was shared with other clients except names and, in some cases, an employer. Other information was generic such as "car".
Where can I learn more about my risk of identity theft?	You can visit the websites of the Colorado Attorney General and the Federal Trade Commission. Attorney General: www.stopfraudcolorado.gov/fraud-center/identity-theft.html Federal Trade Commission: www.ftc.gov
How can I get a copy of my credit report?	You can access your free credit report at www.identitytheft.gov or www.annualcreditreport.com . You can also call 877.322.8228 to get your free credit report.
Where can I learn more about fraud alerts and credit freezes?	The three credit bureaus, Experian, TransUnion and Equifax can help you place a fraud alert on your accounts and provide other assistance.
How can I reach the three credit bureaus?	Experian 888.397.3742 www.experian.com/fraud PO Box 9532 Allen, TX 75013

	<p>TransUnion 800.680.7289 www.transunion.com/fraud-alerts Fraud Victim Assistance Division P.O. Box 2000 Chester, PA 19016</p> <p>Equifax 888.766.0008 www.equifax.com/personal P.O. 740241 Atlanta, GA 30374-0241</p>
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Help in Your Language

Cash Assistance: 303-303-3030

Food Assistance: 303-303-3032

Español	ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
Tiếng Việt	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.
繁體中文	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。
한국어	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
Русский	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.
አማርኛ	ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች በነጻ ሊያግዝዎት ተዘጋጅተዋል፡፡
العربية	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان.
Deutsch	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
Français	ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.
नेपाली	ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ ।
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.
日本語	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。
Oroomiffa	XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama.
فارسی	توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد.
Polski	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.