



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Disability Services
Aging and Long-Term Support Administration
PO Box 45600, Olympia, WA 98504-5600

November 7, 2016

Re: Substitute Service for HIPAA Breach Notification

The Health Insurance Portability and Accountability Act (HIPAA) requires the Department of Social and Health Services (Department) to notify potentially affected clients of breaches. A breach was discovered on July 18, 2016, that affected some Aging and Disability Services clients. Aging and Long-Term Support Administration (AL TSA) notified all affected clients by mail the week of September 12, 2016. Approximately 17 of those notifications were returned to AL TSA as undeliverable. This message constitutes substitute service for those clients we attempted to mail notification to but were unable to reach.

The Department regrets to inform some clients that confidential information regarding you was mailed to previous Authorized Representatives associated that client's care. An Authorized Representative is someone who a client has approved to receive letters regarding their care. The incident was discovered by AL TSA on July 18, 2016. The incorrect mailings were sent between March 1, 2016 and August 1, 2016. Because the Department program serving you is covered by the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule, we are notifying you of the breach as required by that rule in 45 CFR §164.404.

Specifically, the information about you that was released includes:

- Name
- ProviderOne Identification Number
- Individual Provider's Name
- Service authorization number
- Service Code which includes a limited service description of your care (example "Personal Care")

We are extremely sorry for this situation and understand it may cause concern and inconvenience. We try very hard to earn your trust, and that includes protecting sensitive information about you. We take client confidentiality very seriously.

As a result of this incident, we implemented a technical fix to the system to correct the mailings associated with your care. Specifically, the system will not send letters to Authorized Representatives that are inactive or are no longer approved to receive letters regarding your care.

What You Can Do

We do not think that the information disclosed was sufficient to steal your identity or impact your credit. However, if you are concerned, you can find information on actions you can take to protect yourself on the websites of the Washington State Office of the Attorney General at <http://www.atg.wa.gov/ConsumerIssues/ID-Privacy.aspx> and the Federal Trade Commission at:

<http://www.ftc.gov/bcp/edu/microsites/idtheft/>. We will tell you if we receive any more information that shows your credit or identity may be at risk.

Protecting your confidentiality information is one of our most important responsibilities and we sincerely apologize for this mistake. If there is anything we can do to assist you or if you have questions, please contact me, at (360) 725-2263, Vasila@dshs.wa.gov.

Sincerely,

Angel Vasilev / Discovery, Disclosure and Torts Manager / Management Services Division
Aging and Long-Term Support Administration
Washington State Department of Social and Health Services
(O)360- 725-2263 / vasila@dshs.wa.gov

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