

June 3, 2022

## **Important privacy notice for some Kaiser Permanente patients**

Kaiser Foundation Health Plan of Washington (“Kaiser Permanente”) is committed to protecting the confidentiality and privacy of our patients’ information.

### **Who is this notice for?**

This notice describes a security incident that may have impacted the protected health information of some Kaiser Permanente patients who may have been affected by an unauthorized access incident on April 5, 2022. The specifics of the unauthorized access were provided to individuals affected in a letter sent by Kaiser Permanente on June 3, 2022. To account for any patients who we may not have current addresses on file, we are posting this notice to try and reach those impacted.

### **What Happened:**

Kaiser Permanente is committed to providing our patients with the best integrated care, which includes a strong commitment to patient privacy and information management. On April 5, 2022, Kaiser Permanente discovered that an unauthorized party gained access to an employee’s emails. We terminated the unauthorized access within hours after it began and promptly commenced an investigation to determine the scope of the incident. We have determined that protected health information was contained in the emails and, while we have no indication that the information was accessed by the unauthorized party, we are unable to completely rule out the possibility.

We do not have any evidence of identity theft or misuse of protected health information as a result of this incident. However, we take this incident seriously, and this notice provides details of the incident and our response.

### **What Information Was Involved:**

The protected health information potentially exposed included first and last name, medical record number, dates of service, and laboratory test result information. Sensitive information such as Social Security number and credit card numbers were not included in the information.

### **What We Are Doing:**

After discovering the event, we quickly took steps to terminate the unauthorized party’s access to the employee’s emails. This included resetting the employee’s password for the email account where unauthorized activity was detected. The employee received additional training on safe email practices, and we are exploring other steps we can take to ensure incidents like this do not happen in the future.

### **What You Can Do:**

To obtain more information about identity theft and ways to protect yourself, visit the Federal Trade Commission’s Identity Theft website at <https://www.identitytheft.gov>.

### **For More Information:**

On behalf of Kaiser Permanente, we offer our sincerest apology that this unfortunate incident occurred. We assure you that safeguarding your information is one of our highest priorities. We value the trust that our patients have placed in us and encourage patients with questions to contact Member Services at (800)-775-6027 (TTY:711) Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. Pacific Time, closed weekends, and holidays.