

DIVISION OF PUBLIC ASSISTANCE  
DEPARTMENT OF  
HEALTH AND SOCIAL SERVICES

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STATE OF ALASKA

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January 7, 2019

RE: Information Compromised

Dear Resident:

You are receiving this notice because you or a past resident at this address has been a participant of the Department of Health & Social Services, Division of Public Assistance programs.

On April 26, 2018, it was discovered that information contained in the Division of Public Assistance's eligibility database may have been breached. The State is committed to cyber security measures, and uses software to reduce the risk of attacks, however, this virus may have made it through our safeguards.

Information about you may have been compromised due to unauthorized access by unknown cyber attackers from April 26<sup>th</sup> -30<sup>th</sup>, 2018. Information contained in the database includes: names, social security numbers, dates of birth, addresses, health information, benefit information and other types of related information.

The Department of Health & Social Services is collaborating with the Federal Bureau of Investigation (FBI) to investigate the matter further. The FBI has not been able to access the full dataset for this breach so we are unable to report analysis results at this time.

Your information may have been compromised; however, we have not received any indication that the information has been used by an unauthorized individual. The Department of Health & Social Services takes privacy and security very seriously. We are working very hard in conjunction with the State of Alaska, Office of Information Technology and the FBI to further fortify and secure the statewide area network to protect against hackers penetrating our systems.

The Health Insurance Portability and Accountability Act (HIPAA) and the Alaska Personal Information Protection Act protect personal information and medical information you share with state agencies, private businesses, and healthcare providers. These laws require healthcare entities, business entities, and state agencies to notify consumers if there is a security breach that results in the unauthorized access or potential access to a consumer's personal or medical information.

Here are some things you can do that will minimize your risk:

1. *Place a fraud alert on your credit report.* You can contact any one of the three main credit reporting agencies below to place a fraud alert:

Equifax	1-888-766-0008	<a href="http://www.equifax.com">www.equifax.com</a>
Experian	1-888-397-3742	<a href="http://www.experian.com">www.experian.com</a>
TransUnion	1-800-680-7289	<a href="http://www.transunion.com">www.transunion.com</a>

A fraud alert will not prevent access to your credit report, but it will alert the reporting agency, and businesses checking on your credit, that your information has been compromised.

2. *Place a security freeze on your credit report.* Alaska law allows you to place a security freeze on your credit report, which will prevent access to your credit report by anyone (with few exceptions), including you, until the freeze is removed. You can contact each of the agencies listed above to request a security freeze. Each agency is authorized to charge a minimal fee for this service (no more than \$5.00) and may also charge a fee (no more than \$5.00) to remove the freeze.
3. *Credit Monitoring.* Under federal law, you are entitled to an annual free credit report from each of the agencies listed above. You should monitor your credit reports for any suspicious activity, and place an immediate freeze on your credit report if you have not already done so in the event you notice any suspicious activity.
4. *Account monitoring.* Check your monthly account statements carefully for suspicious charges, and notify your financial institution of all charges you do not recognize. Close any accounts that you think have been compromised.
5. *Consumer Education.* There are several consumer resources available that provide valuable information on identity theft, and how to avoid becoming a victim. The Federal Trade Commission maintains a website that contains a wealth of information on identity theft at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

The Department of Health & Social Services is committed to providing quality services, including protecting your personal information

If you have any questions about this letter or the loss of your personal or medical information, please call 1-888-484-9355 or email [privacyofficial@alaska.gov](mailto:privacyofficial@alaska.gov).

Sincerely,



Monica Windom  
Division Director