

May 30, 2025

Alert: We accidentally shared some of your personal information

CareOregon and Health Share of Oregon care about your privacy. We work hard to keep your health care records safe and commit to keeping you informed. This letter is to tell you about a data breach with your personal information.

What happened

On April 4, 2025, we learned that we sent documents with information about you to the wrong address. The documents were for a local hospital and its clinics.

The information shared about you was:

- Your first and last name
- Your health plan
- Your ID number
- A claim number
- The clinic or place where you got services

Your social security number or financial information was not included.

We are taking this event very seriously. To make sure this does not happen again we have:

- Looked into and fixed the issue
- Started a new way to check addresses
- Re-trained staff

What can you do?

It is always a good idea to look at your accounts for fraudulent activity. **Here are ways to protect yourself against fraud:**

1. Review your account statements. Report anything suspicious.

Be sure to check your account statements. Do you see anything suspicious? Contact your bank or the company that sent the statement. If you see a problem or think someone stole your identity, you can report it to:

- Law enforcement
- The Oregon Attorney General
- The Federal Trade Commission
 - Call toll-free 877-382-4357, 6 a.m. to 5 p.m. Pacific time.
 - Online at: [usa.gov/common-scams-frauds](https://www.usa.gov/common-scams-frauds)

2. Review your credit report.

Everyone can ask for free copies of their credit reports every 12 months. To ask for a copy, go online at <https://annualcreditreport.com>. You can call a toll-free number at 877-322-8228. You can also call the credit agencies listed below.

TransUnion P.O. Box 1000 Chester, PA 19016 877-322-8228 transunion.com	Experian P.O. Box 9532 Allen, TX 75013 888-397-3742 experian.com	Equifax P.O. Box 740241 Atlanta, GA 30374-0241 866-349-5191 equifax.com
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3. Place a fraud alert on your credit report.

You can do this by contacting TransUnion, Experian, or Equifax directly. The first fraud alert is free. Your accounts will be protected for up to 1 year. With a fraud alert, creditors must contact you before they open an account or a line of credit in your name. See more at <https://annualcreditreport.com>.

Questions? Ask us.

Please contact us if you have any questions. Call Health Share of Oregon Customer Service at 1-888-519-3845

Sincerely,

Privacy and Security Team
Audit and Compliance Department
CareOregon and Health Share of Oregon

You can get this in other languages, large print, braille, or a format you prefer. You can also ask for an interpreter. This help is free. Call 800-224-4840 or TTY 711. We accept relay calls.