



Notice of Data Incident

One of our vendors, OneTouchPoint, Inc. (“OTP”), recently notified some members of an incident that may have affected some of their information. OTP is a vendor who provides printing and mailing services on behalf of Rocky Mountain Health Plans (RMHP) and, to provide these services, OTP was given limited health insurance plan information.

Below are more details on this incident, what OTP did to respond, and steps members may take to better protect against possible misuse of information. This notice supplements information that OTP provided in August 2022 and is not notice of a new incident.

What Happened?

On April 28, 2022, OTP discovered encrypted files on certain computer systems. OTP launched an investigation, with the assistance of third-party forensic specialists, to determine the nature and scope of the activity. The investigation determined that there was unauthorized access to certain OTP servers beginning on April 27, 2022. Through the investigation, OTP learned they would be unable to determine what specific files the unauthorized actor viewed within their network.

While OTP was unable to say definitively if RMHP information was accessed by the unauthorized actor, OTP and RMHP notified members out of an abundance of caution. OTP has seen no evidence of misuse of any information related to this incident. RMHP’s systems were not impacted by this incident. OTP reported this incident to law enforcement and appropriate regulatory authorities, and OTP is taking steps to implement additional safeguards and review policies and procedures relating to data privacy and security.

What Information Was Involved?

OTP determined that the following member information was present on the impacted OTP servers: first and last name, address, health plan member ID number, name of the health insurance plan, and health plan information. Social Security Numbers were not impacted by this event. No health data was impacted by this event.

What Members Can Do.

OTP encourages any member who received a letter informing them of this event to remain vigilant against incidents of identity theft and fraud by reviewing account statements and monitoring free credit reports for suspicious activity and to detect errors.

We understand some people may have questions that are not addressed here. Any member who received a letter from OTP, or who has additional questions, should call OTP at 877-237-3894, Monday through Friday, from 8:00 a.m. to 8:00 p.m. Central Time.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/person...	https://www.experian.com/help/	https://www.transunion.com/cre...
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert	Experian Fraud Alert	TransUnion Fraud Alert
P.O. Box 105069	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348-5069	Allen, TX 75013	Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.