

Required Substitute Notice

Member Hotline Number: (888) 999-4177

July 19, 2018

Health Alliance Plan is notifying members of an incident involving some of their member information. An individual used phishing email to gain illegal access to an employee's email account in which some information of 2,814 members was stored.

The information stored on the affected email account may have included the following: Their name, gender, date of birth, HAP identification number, subscriber number, group identification number, employer name, product name, plan effective date and/or termination date, and home address. Some, but not all, of the affected members had their Social Security number exposed.

We take very seriously our responsibility to protect our members' information. We sincerely apologize this happened to our members.

We are offering five years of free identity and monitoring services to those members whose Social Security number was exposed.

We first learned of this incident on May 16, 2018, and investigated what happened. We are not aware of the affected members' information being used for any inappropriate purpose.

Because of this incident, we are implementing additional security measures and providing additional training to employees about recognizing the signs of suspicious email and what to do if they receive one.

Members who received a notification letter are asked to call (888) 999-4177 if they have questions.