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## ADMINISTRATION

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Main Number: 925-313-6000  
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[www.contracostahealthplan.org](http://www.contracostahealthplan.org)

Se Habla Español

**For Release:** Dec. 13, 2018

**Contact:** Victoria Balladares, 925-383-9367

### **Public Notice: Health Information Portability & Accountability Act (HIPAA) Notification**

A Contra Costa Health Plan (CCHP) contractor (“Contractor”) had potential unauthorized access to health plan member records.

The Contractor worked with CCHP beginning on Dec. 1, 2014 to perform utilization management services, which necessitated her having access to certain health plan member information, including names, addresses, phone numbers, dates of birth, social security numbers, and medical and prescription drug information.

On May 22, 2018, CCHP was made aware of allegations that the Contractor had falsified her identity to obtain a contract for provision of services to CCHP. Immediately upon learning of the allegations, the contract was terminated and the Contractor’s access to CCHP’s internal records was blocked. CCHP conducted a thorough forensic audit, and determined 862 members were affected by this incident. At the time of this notice, there is no evidence of any improper use or disclosure of the affected members’ information by the Contractor.

In response to this incident, CCHP is providing complimentary credit monitoring and identity theft services to the members affected by this incident. Those members will receive a letter with instructions on how to access those services, and similar information will be posted on the Contra Costa Health Services website, [cchealth.org](http://cchealth.org).

CCHP values and respects the privacy of our members and is providing this notice out of an abundance of caution.

If you have any questions, please call CCHP’s dedicated, toll-free line at 1-877-432-3866, Monday through Friday, 6 a.m.- 6 p.m. PST.

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