



First Name Last Name
First Name Last Name
Address
City, State Zip

Minnesota Department of Human Services
Elmer L. Andersen Building
Commissioner Jodi Harpstead
Post Office Box 64998
St. Paul, Minnesota 55164-0998

January 11, 2023

Re: Data Incident Notice

Because the Minnesota Department of Human Services (“DHS”) respects and values the privacy of your personal information, we want you to know about a recent data privacy incident. The incident resulted in the inadvertent disclosure of your private information. This private information included limited billing statement information related to Parental Fees assessed by DHS for services you or your child received under the State of Minnesota Medical Assistance Program. **We have no evidence that your information was actually viewed, downloaded, or misused.**

What happened? On November 18, 2022, a DHS employee received a phone call from a parent requesting a copy of their Parental Fee billing statements for September, October, and November 2021. Unfortunately, in response to this request, the employee accidentally emailed the parent the Minnesota Medical Assistance Program Parental Fee billing statements for other clients for September, October, and November 2021, related to approximately 4,307 individuals served in this program. Your Parental Fee billing statements for this three-month period were included in this disclosure. **The parent who received the billing statements in error called DHS to report receiving the wrong information, and also agreed that they would delete the email sent in error and destroy the information they received by mistake.**

What information was involved? The information in the Parental Fee billing statements inadvertently disclosed for September, October, and November 2021, included first and last names and addresses of the person(s) being assessed a parental fee, DHS-generated Parental Fee billing account and statement numbers, and parental fee account activity (billings, payments, adjustments, refunds, aging of debts). It did not contain the name of the child or children who received services under the State of Minnesota Medical Assistance Program related to the Parental Fee statement. **It did not contain any Social Security Numbers, banking information, or credit card numbers.**

What did we do to investigate and respond to the data privacy incident? DHS immediately investigated the incident to determine how it occurred, the number of individuals impacted, and how to best

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respond to the incident. DHS promptly called the parent who received the information to explain what happened and to have the parent delete the information from their email, which the parent agreed to do. DHS implemented new procedures to address the error that led to the incident, and communicated these procedure changes to staff. The DHS program area coached the employee involved in the incident on how to send private client information using secure procedures. DHS will conduct additional training of staff on using and protecting data, with assistance from the DHS Privacy Office.

What are we doing to prevent future data privacy incidents? DHS will continue to work hard to protect against these types of data incidents through training and retraining of employees about the handling of private information, and the correct ways and authorized means to share private information. We teach DHS employees about email best practices and how to respond to data privacy incidents. When necessary, we will continue to update policies and procedures to prevent and mitigate data privacy incidents.

What should you do to protect yourselves? Although we have no evidence of any unauthorized use or misuse of the information, we encourage you to review your Parental Fee billing statements regularly. If you notice any irregularities on your Parental Fee statements or have questions on your billing information, please contact us at 651-431-4270 or 1-833-630-2268.

Where can you get more information? If you have any questions or would like more information about this data privacy incident, please write, email, or call us:

Minnesota Department of Human Services

P.O. Box 64171

St. Paul, MN 55164-0171

Email: dhs.parentfee.dhs@state.mn.us

Phone: 651-431-4270 or 1-833-630-2268

We sincerely regret this data privacy incident and apologize for any impact it may have on you or your family.

Sincerely,

Jodi Harpstead

Commissioner