

Notice of Data Privacy Incident

About the Data Privacy Incident

The Department of Mental Health (DMH) recently discovered an event that may affect the privacy of some personal information of DMH consumers. We are providing notice of the event so potentially affected individuals may take steps to better protect against possible misuse of information, should they feel it appropriate to do so.

What Happened?

On August 31, 2018, DMH was notified of a DMH consumer list on an electronic file that was not password protected by a private contractor. The disclosure occurred on March 17, 2018.

What Information Was Involved?

The information included names, addresses, Social Security Numbers, DCN (Department Client Number), and date of birth. It did not contain any medical information or financial information. DMH does not have any reason to believe that the information was actually read or used by anyone intending harm.

What is DMH Doing to respond?

Upon learning of the incident, steps were immediately taken to secure the information. The Department is notifying individuals on the list and providing them with information and access to resources they may use to protect against potential misuse of their personal information.

DMH is mailing notice letters to individuals who may have been affected by this incident for whom it has address information. DMH is also providing notice of this incident to the U.S. Department of Health and Human Services, as well as the Missouri Attorney General.

What Can I Do to Protect My Information?

FREE FRAUD ALERTS

Contact one of the three major credit bureaus to place a fraud alert on your credit. The credit bureau you contact will automatically contact the other two credit bureaus to inform them to place a fraud alert for you. You do not need to contact all three credit bureaus. Each of the credit bureaus will send you a credit report free of charge. Here is the contact information:

- Equifax: 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241.
- Experian: 1-888-EXPERIAN (397-3742); www.experian.com; P.O. Box 9532, Allen, TX 75013.
- TransUnion: 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790.

FREE CREDIT FREEZE

A credit freeze allows you to restrict access to your credit reports making it more difficult for identity thieves to open new accounts in your name. You can freeze your credit by contacting each of the major credit bureaus. Unlike the fraud alerts, you must contact each credit bureau separately. This service is free. Each credit bureau will provide you a personal identification number (PIN). You must have this PIN to unfreeze your credit so it is important to keep each PIN in a safe, but accessible, location.

- Equifax: 1-800-525-6285; <https://www.freeze.equifax.com>; P.O. Box 740241, Atlanta, GA 30374-0241.
- Experian: 1-888-EXPERIAN (397-3742); <https://www.experian.com/freeze/center.html>; P.O. Box 9532, Allen, TX 75013.
- TransUnion: 1-800-680-7289; <https://freeze.transunion.com>; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790.

Additionally, you should consider placing a freeze on these lesser-known credit bureaus:

- Innovis Consumer Assistance: <https://www.innovis.com/securityFreeze/index>
- ChexSystems: <https://www.chexsystems.com/web/chexsystems/consumerdebit/page/securityfreeze/placefreeze>

Where Can I Go to Get More Information

DMH has set up an assistance line to answer questions regarding this incident. The dedicated assistance line may be reached at 1-855-270-4430 (toll free), Monday through Friday, 8 a.m-5 p.m. CST, excluding State holidays.