



PALMETTO GBA®
A CELERIAN GROUP COMPANY



DATE

Beneficiary Name
Street Address
City, State Zip

Dear [Beneficiary Name]:

I am writing to tell you about a recent incident involving your personal health information. Palmetto GBA is the company that handles Medicare claims on behalf of the Centers for Medicare & Medicaid Services (CMS) for your jurisdiction (Alabama, Georgia, and Tennessee). Between January 8th to January 29th 2023, a computer programming issue with Palmetto GBA's print mail services resulted in one or more of your Medicare Summary Notices (MSNs) from the last quarter of 2022 being printed and inserted into an envelope that went to another Medicare beneficiary in your zip code. Palmetto GBA discovered the programming issue on February 7, 2023, and reported the incident to CMS the same day.

The personal information contained in the MSN included your name and address, the last four characters of your Medicare Beneficiary Identifier (MBI), your providers' names, dates of service, service/procedure description, and billing information, such as the amount the provider charged, the amount Medicare paid, the amount you may be billed, and your deductible information. CMS MSNs do not include your Social Security number (SSN) or banking information.

When we learned about the incident, Palmetto GBA and CMS immediately started an investigation to identify what personal information might have been compromised. While we have determined the risk of identity theft, Medicare fraud, and impact to your credit to be minimal, we have taken several steps to address this incident. Palmetto GBA has resolved the programming issue and implemented several processes, including enhanced review of mail services computer programming and an increased review of printed mail for quality assurance purposes, to further assure protection of your personal information and prevent similar instances from occurring in the future. Palmetto GBA is also instructing all recipients of the incorrectly distributed notices to dispose of them properly.

Although we have no reason to believe your personal information has been misused, it is important for you to know about this incident since it involves your personal health information. We are writing to tell you about the protective actions available to you.

You may want to take the following actions:

- Contact a Palmetto GBA representative by calling toll free 1-855-200-0758 or emailing PalmCompliance.Admin@palmettogba.com if you have any questions.
- Request a change to your MBI number by calling 1-800-MEDICARE (1-800-633-4227).

Beneficiary name

DATE

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We take the security and privacy of your personal information very seriously. We apologize for this incident and regret any inconvenience or concern it may cause you.

Sincerely,

Lee G. McElveen
VP, Compliance and Privacy Officer