



Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

Parent or Guardian of
[REDACTED] THRESHER
250 4TH LN NE
FAIRFIELD, MT 59436-9216

July 3, 2014

Dear Parent or Guardian of [REDACTED] Thresher,

As you may be aware, the Montana Department of Public Health and Human Services (DPHHS) recently announced that hackers gained entry to an agency computer server. We want to reassure you that at this time, we have no knowledge that any information on the server was used inappropriately, or was even accessed. We apologize for this incident and want to provide you with information on what happened and the steps we are taking to protect your child.

What happened?

On May 22, 2014, an independent forensics investigation determined that an agency computer had been hacked. The forensic investigation was ordered on May 15, 2014 when suspicious activity was first detected by DPHHS officials. As soon as the suspicious activity was discovered, agency officials immediately shut down the server and contacted law enforcement.

The information on the server may have included your child's demographic information, such as your child's name, address, date of birth, and Social Security number. The server may also have included information regarding DPHHS services applied for and/or received in your child's name. Client information may include information related to health assessments, diagnoses, treatment, health condition, prescriptions, and insurance.

This incident should not impact DPHHS services as none of the information contained on the server was lost and we have a complete back-up of the information.

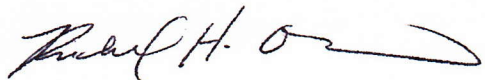
What is DPHHS doing to protect your child's information?

We have no reason to believe that any information contained on the server has been used improperly or even accessed. However, we want to let you know that this happened and assure you that we are diligently investigating the incident. Out of an abundance of caution, we are offering a one-year membership to a product that will help you detect possible misuse of your child's information. The product is Experian's® Family Secure®. Family Secure monitors your Experian credit report to notify you of key changes. In addition, Family Secure will tell you if the minor has a credit report, a potential sign that his or her identity has been stolen. We will cover the cost of your membership to Family Secure, and enrolling in this program will not hurt your credit score. To receive the complimentary Family Secure product, you as the parent must enroll at the web site with your activation code listed. This activation code can only be used by the parent or guardian of the minor. Please keep in mind that once activated, the code cannot be re-used for another enrollment. For more information on Family Secure and instructions on how to activate your complimentary one-year membership, please see the included instructions in this letter. We also recommend that you regularly review the explanation of benefits statement that you receive for your child from your health insurer. If you identify services listed on your child's explanation of benefits that your child did not receive, please immediately contact your insurer.

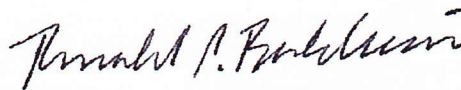
If you have any questions or need further assistance, please call our incident response line at 866-940-3613 from 7 A.M. to 7 P.M. (Mountain Time). Or you may visit www.dphhs.mt.gov for more information.

Again, we sincerely apologize for this incident. Please be assured that protecting your child's information is a priority for us. In addition to all we have already done to date, we are taking additional steps to strengthen and enhance the security of information on our servers.

Sincerely,



Richard H. Opper
Director
Montana Department of
Public Health and Human Services



Ron Baldwin
State Chief Information Officer
Department of Administration
State of Montana

