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NEW YORK CITY HUMAN RESOURCES ADMINISTRATION NOTIFIES MEDICAID CLIENTS OF DATA BREACH

The New York City Human Resources Administration (HRA) has notified 2,078 Medicaid clients that it may have accidentally released certain confidential information, including health related information as a result of a computer programming error.

“HRA is committed to protecting the confidentiality and privacy of personal information of our clients”, said **Department of Social Services Commissioner Steven Banks**. “The agency has taken immediate action to fix the cause of the computer error that led to this incident and is reviewing its procedures to prevent similar incidents from happening in the future.”

The computer programming error occurred in January 2017 and was discovered March 2018. The error only affected clients who use a PO Box number as a mailing address and the PO Box number was nine characters or longer. An additional space was added to the address which in some cases cut off the last digit or digits of the Box number. The error has been corrected for the April 2018 mailings.

Because of this error, the affected New York City Medicaid clients may not have received a timely Medicaid renewal form. In some cases, the renewal form may have been delivered to the wrong address. A Medicaid renewal form may contain personal client information, including name, date of birth, Client Identification Number, case number, household composition, resources, and income.

HRA is sending each client affected by the programming error a notice explaining the error and describing additional steps clients can take to protect their privacy. Where applicable, clients will also receive specific information about their Medicaid cases.

While this incident may not result in theft or fraud, HRA recommends that concerned clients monitor their personal financial accounts for any unauthorized transactions. Affected clients should contact the fraud help lines of the three major credit reporting agencies to ask that they

place a fraud alert on their credit line. Clients can also request a free credit report every year, and should be on the lookout for unexplained transactions and other suspicious activity

Any HRA client seeking further information should contact hipaainquiry@dss.nyc.gov or via mail at HIPAA Inquiry at 250 Church Street, 6th Floor, New York City, NY 10013.

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