

201 South Grand Avenue East
Springfield, Illinois 62763-0002

Telephone: (217) 782-1200
TTY: (800) 526-5812

October 19, 2018

Re: Personal Information Protection Act (815 ILCS 530, *et seq.*)
Report of a Loss of Protected Personal Information

Dear Members of the General Assembly:

Pursuant to the requirements of Section 25 of the Personal Information Protection Act, the Illinois Department of Healthcare and Family Services (HFS) submits this report of a breach of electronic written material.

On Friday, October 12, 2018, the HFS Privacy Officer became aware that on October 10 and 11, 2018, an HFS Bureau of Administrative Hearings employee erroneously sent two emails containing personal information to an unintended recipient outside the agency. The employee intended to send the emails to other HFS staff. The breach occurred as a result of the autofill function on Microsoft Outlook. Upon discovery of the mistake, the employee asked the unintended recipient to confirm that (1) the emails had been deleted, (2) the emails had not been forwarded and (3) any hard copies had been destroyed. The recipient responded that the emails will not be used for personal gain. As a result, HFS did not receive sufficient assurances that the unauthorized recipient no longer possessed the personal information. The total number of individuals affected by this incident is five.

The first email contained information pertaining to a Medicaid recipient's appeal, including appeal number, appellant's name, appellant's parent's names and phone number, and the type of appeal. The second email pertained to a child support case and contained an appeal number, a Department of Corrections offender custody history, verification of incarceration, date of birth, a cable bill with account number, name and address, and a Division of Child Support Services Notice containing a temporary Personal Identification Number (PIN) to access child support case information. On October 11, 2018, the Division of Child Support Services changed the temporary PIN for the affected case as a precautionary measure. The employee has removed all non-state email addresses from autofill in Outlook.

HFS sincerely regrets this incident and has notified the affected individuals as required by law and has provided them with information about credit monitoring services, where appropriate, and other ways to protect their identities. HFS is continually striving to improve agency policies, practices and procedures to maximize security of its data. Should you have any questions or comments, please call my office at 312-793-4792. Thank you for your attention and consideration of this matter.

Sincerely,



Patricia R. Bellock
Director