

Notice of Vendor Incident

The Health Plan of San Mateo (“HPSM”) announced today that we are mailing notification letters to share that a printing and mailing vendor used by our home-based assessment contractor, Matrix Medical Network, had a cybersecurity incident.

On June 15, 2022, we learned that HPSM member information was involved in an incident at OneTouchPoint, a mailing vendor used by Matrix Medical. Matrix Medical reported to us that OneTouchPoint identified unauthorized access to their servers on April 27, 2022. The investigation conducted by OneTouchPoint was unable to determine whether any files on those servers were viewed by a bad actor, but they could not rule out this possibility.

At the time of the incident, Matrix Medical used OneTouchPoint for printing and mailing services related to home-based assessments and provided OneTouchPoint limited information for this purpose. OneTouchPoint determined that some files on the affected server contained names and one or more of the following: dates of birth, member identification numbers, enrollment information, and some limited health information provided to us in connection with home-based assessments. Social Security numbers and financial information were **not** on the OneTouchPoint servers and were **not** involved in this incident.

HPSM is mailing letters to all affected individuals. If you believe you are affected by this incident and do not receive a letter by March 24, 2023, please call **(888) 616-1578** or email Breach_Response@hpsm.org. Both OneTouchPoint and Matrix Medical have stated that they have no evidence that the bad actor viewed information or that it will be misused because of this incident. For individuals whose information may have been involved in the incident, it is recommended that they review the statements they receive from their healthcare providers and health insurers. They should contact their provider or HPSM for more information if they see services they do not recognize.

We take safeguarding your privacy very seriously, and we regret any inconvenience or concern this incident may cause you. We are reviewing the protocols we have in place with our vendors to help prevent a similar incident in the future.

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