

201 South Grand Avenue East
Springfield, Illinois 62763-0002

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

January 25, 2019

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 written material.

The HFS Privacy Officer recently concluded an investigation in response to a December 12, 2018 email from a client alleging that her mail from the Department had been going to the incorrect address. Following receipt of the email, the Privacy Officer confirmed the Department currently had the correct address on file to ensure future mail reaches the client at the correct address. He asked to review the case file to determine when and why the address changed. The investigation required retrieval of hard copy applications from storage as well as case notes in HFS' electronic systems. On January 22, 2019, the Privacy Officer determined a breach occurred because, on October 23, 2018, a Bureau of All Kids caseworker entered the wrong direction (east instead of west) preceding the street name. This resulted in the following documents being mailed to the wrong address: a Notice of Decision, including a medical card, Notice of Case Transfer, and a Verification Checklist. The information contained in the documents included a client's name, incorrect address, individual ID, date of birth, Recipient Identification Number and case number. The breach affects one individual.

HFS sincerely regrets this incident and has notified the affected individual. HFS has provided the client with information about credit monitoring services, where appropriate, and other ways to protect her identity. The HFS employee has been reminded of incident reporting procedures to ensure earlier discovery of future errors. 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 217-782-7755. Thank you for your attention and consideration of this matter.

Sincerely,


Theresa Eagleson
Director