



Minnesota Department of Human Services
Elmer L. Andersen Building
Commissioner Emily Piper
Post Office Box 64998
St. Paul, Minnesota 55164-0998

October 9, 2018

Dear Sir or Madam:

Because the Minnesota Department of Human Services (“DHS”) respects and values the privacy of your personal information, we want you to know about two recent data security incidents that may have resulted in someone accessing your personal information without permission. We currently have no evidence that this information was actually viewed, downloaded, or misused.

What happened? Over the past several months, there has been an increase in the number of attempted “phishing campaigns” targeting Minnesota’s executive agencies, including DHS. Two of these recent phishing campaigns against DHS were successful. These incidents occurred on or around June 28 and July 9, 2018, and involved hackers getting access to the state email accounts of two DHS employees and using these accounts to send out spam emails.

What information was involved? The two email accounts contained information about some people who have interacted with DHS, including you. Examples of the type of information found in the email accounts at the time they were compromised include: first and last names, dates of birth, Social Security numbers, addresses, telephone numbers, medical information, educational records, employment records, and/or financial information.

How did we respond to these data security incidents? Minnesota IT Services (“MN.IT”) is the information technology agency for all of Minnesota’s executive branch, including DHS. MN.IT immediately took steps to secure the two email accounts and stop the spread of the phishing emails. MN.IT then investigated these incidents, and told us about the results of its investigation on or around August 13, 2018. We also reported these incidents to the Office of Civil Rights and the Minnesota Office of the Legislative Auditor.

What are we doing to prevent future data security incidents? We continue to work hard to protect against these and other types of data security incidents. We teach DHS employees about email best practices and how to respond to data security incidents. We use the technology at our disposal to its fullest potential to prevent and mitigate data security incidents, and push for security technology upgrades. We update relevant policies and procedures.

What should you do? Although we are not aware of any misuse of the information contained in the two email accounts, we suggest that you consider taking these steps to help protect against identity theft:

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- Ask to see your credit report. Under federal law, you have the right to receive a free copy of your credit report every 12 months from each of the three consumer credit reporting companies. You may request these reports online at www.annualcreditreport.com or by telephone at (877) 322-8228.
- Check your credit report for any transactions or accounts that you do not recognize.
- Call the telephone number listed on the credit report or visit the Federal Trade Commission's website on identity theft at <http://www.consumer.gov/idtheft/> if you see anything in your credit report that you do not understand.

Where can you get more information? If you have any questions or would like more information about these data security incidents, please write or call us:

Minnesota Department of Human Services
State Medical Review Team
P.O. Box 64248
St. Paul, MN 55164-0248

(651) 431-2255

We will also be preparing a report about these incidents. You may ask us to send you a copy of this report by mail or email by writing or calling us.

We sincerely regret these data security incidents and apologize for any impact they may have on you or your family.

Sincerely,



Emily Piper
Commissioner

651-431-2670 or 800-657-3739

Attention. If you need free help interpreting this document, call the above number.

ຢືນຢັນ: ຫາກທ່ານຕ້ອງການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງໂທສູນບໍລິການລູກຄ້າຂອງພວກເຮົາໂດຍໃຊ້ເບີດັ່ງຕໍ່ໄປນີ້:

ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم أعلاه.

သတိ။ ဤစာရွက်စာတမ်းအားအခမဲ့ဘာသာပြန်ပေးခြင်း အကူအညီလိုအပ်ပါက၊ အထက်ပါဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅទូរស័ព្ទតាមលេខខាងលើ ។

請注意，如果您需要免費協助傳譯這份文件，請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

ဟ်သုဂ်ဟ်သးဘၣ်တက့ၢ်. ဝဲန့ၢ်လိၣ်ဘၣ်တၢ်မၤစၢၤကလိလၢတၢ်ကကျိးထံဝဲဒၣ်လိၣ် တီလံာ်မိတခါအံၤန့ၢ်. ကိးဘၣ်လိၣ်ဝဲစီနီၢ်ဂံၢ်လၢထးအံၤန့ၢ်တက့ၢ်.

알려드립니다. 이 문서에 대한 이해를 돕기 위해 무료로 제공되는 도움을 받으시려면 위의 전화번호로 연락하십시오.

ໂປຣດຊາບ. ຖ້າຫາກ ທ່ານຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ຟຣີ, ຈົ່ງໂທສູນໄປທີ່ໝາຍເລກຂ້າງເທິງນີ້.

Hubachiisa. Dokumentiin kun bilisa akka siif hiikamu gargaarsa hoo feete, lakkoobsa gubbatti kenname bibili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii aad u baahantahay caawimaad lacag-la' aan ah ee tarjumaadda qoraalkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số bên trên.

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For accessible formats of this publication or assistance with additional equal access to human services, write to DHS.info@state.mn.us, call toll-free 800-657-3739 or local 651-431-2670, or use your preferred relay service.

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