



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

January 16, 2026

Client Name
Address 1
Address 2
City, State Zip code

RE: Notification of Unauthorized Access of Private Information

Dear [Insert First and Last Name]:

Minnesota Department of Human Services (DHS) values the privacy and security of your personal information, and we are writing to inform you of a data security incident involving a DHS information system. At this time, we have no evidence the information accessed in the system has been misused. However, out of an abundance of caution, we are providing this notice to you.

What happened?

DHS' MnCHOICES system is managed by FEI.com, Inc. under the business name FEI Systems (FEI). On November 18, 2025, FEI detected unusual user activity and reported its finding to DHS on November 19, 2025.

FEI informed DHS that from August 28, 2025, to September 21, 2025, a user affiliated with a licensed health care provider accessed data in the MnCHOICES system without authorization. While FEI confirmed the user was authorized to access limited data in the system, the user accessed more data than was reasonably necessary to perform work assignments. At the request of DHS, FEI has hired a cybersecurity company to conduct additional forensic investigation of the incident.

What information was accessed?

This incident impacted a total of 303,965 individuals' data, classified as private welfare data pursuant to Minnesota Statutes, section 13.46. FEI's investigation determined data elements accessed include first name, last name, alternative names, address, email addresses, sex, date of birth, phone number, Medicaid ID, the last four digits of your social security number, ethnicity, race, birth record, physical traits, education, income, benefits, Medicaid information, financial eligibility, program eligibility, lock-in data, and spenddown data.

What was done in response to this activity?

DHS removed the health care provider's access to MnCHOICES on October 30, 2025. Since learning of the incident, we have implemented additional technical safeguards to prevent similar incidents in the future. We also reported this incident to the Minnesota Office of the Legislative Auditor and to the U.S. Department of Health and Human Services.

Because the user was not a DHS employee, there was not a final disposition of disciplinary action related to Minnesota Statutes, section 13.43.

What are we doing to prevent future data security incidents?

DHS regularly trains its employees on data practices obligations and requires contractors to complete annual security trainings. We use available technology to help prevent and mitigate data security incidents and continuously push for security technology upgrades.

What should you do?

- **DHS does not have evidence that your medical insurance number was used by an unauthorized person.** However, we recommend you review any statements you receive from your health care provider. If you see charges or services that you did not receive, please contact your healthcare provider immediately.
- Ask to see your credit report. Under federal law, you have the right to receive, at your request, a free copy of your credit report every 12 months from each of the three consumer credit reporting companies (Equifax, Experian, and TransUnion). A credit report can provide information regarding those who have received information about your credit history within a certain period of time. You may request a free credit report online at www.annualcreditreport.com or over the telephone at 1-877-322-8228.
- When you receive your credit reports, check for any transactions or accounts that you do not recognize. If you see anything you do not understand, 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/>.

Where can you get more information?

If you have questions about this data security incident, please write, email, or call us:

Email: dhs.mnchoices@state.mn.us

Phone: 866-267-7655

This notification letter also serves as the report required by Minnesota Statutes, section 13.055. You may request a copy of this letter by writing, emailing, or calling and it can be delivered to you via mail or e-mail.

DHS regrets this incident and apologizes for any impact it may have on you.

Sincerely,

Aging and Disability Services Administration
Minnesota Department of Human Services