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# FEHB Program Carrier Letter

## All Carriers

U.S. Office of Personnel Management  
Insurance Services Programs

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Letter No. 2007 - 21

Date: June 22, 2007

Fee-for-service [ 17 ]    Experience-rated HMO [ 15 ]    Community-rated HMO [ 17 ]

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### **SUBJECT: Notification of Data Breach**

Any breach of security in Federal Employees Health Benefits (FEHB) enrollee data is considered a significant event as defined in Section 1.10 Notice of Significant Events (FEHBAR 1652.222-70) of the FEHB Standard Contracts. Although the contracts require notification of a significant event within 10 working days after the carrier becomes aware of it, due to privacy concerns and the potential impact on FEHB enrollees, please email your Office of Personnel Management (OPM) Contract Specialist and OPM Contracting Officer immediately if you know or suspect that a data breach has occurred.

If, upon investigation of the data breach, you determine that FEHB enrollees were involved you must report the following information within ten days of learning of the data breach:

- How many FEHB enrollees were affected;
- A copy of the notification you will send to affected FEHB enrollees and when you will send the letter;
- Type of information released in the breach;
- What services you will provide; and
- All information you have concerning the breach.

You must also provide the following to affected FEHB enrollees within ten days of learning of the data breach:

- A letter detailing the incident;
- To the extent possible, a description of the types of personal information that were involved in the data breach (e.g., full name, SSN, date of birth, home address, identification number, etc.);
- A brief description of what you are doing to investigate the breach, to mitigate losses and to protect against any further breaches;
- Contact procedures for those wishing to ask questions or learn additional information, including a toll-free telephone number, website, and/or postal addresses;
- Steps individuals should take to protect themselves from the risk of identity theft; and
- Free credit monitoring for one year.

We appreciate your cooperation in this matter. If you have any questions, please contact your Contract Specialist.

Sincerely,

Robert F. Danbeck  
Associate Director  
for Human Resources Products and Services