

**Information Security Management Section - External Event Log
First Quarter FYE 06-30-13 (04-27-12 to 07-30-12)**

Type of External Event	Official Notification Date of "External Event" Sent to ISMS	Originating Source of "External Event"	Working Title	Comments
HIPAA Security Incident - Blue Shield of California	05/01/12	Blue Shield of California	HIPAA Security Incident - Blue Shield of California	Blue Shield of California (BSC) reported a Security Incident which occurred on April 26, 2012 and which involved one (1) CalPERS member. A BSC employee accidentally faxed a Claim Summary to another member. A page of the affected member's Claim Summary was stuck to the Claim Summary of the intended member. The Protected Health Information disclosed was the member's name, subscriber ID number, patient name, provider name, claim number, dates of service, total charged, allowed amount, paid amount, and claim process date. The BSC Clerical department has received corrective feedback regarding this error in order to prevent future similar errors. There were no Social Security numbers involved with this incident.
HIPAA Security Incident - Blue Shield of California	05/02/12	Blue Shield of California	HIPAA Security Incident - Blue Shield of California	<p>Blue Shield of California (BSC) reported a Security Incident which occurred April 16, 2012 and which involved one CalPERS member. A letter intended for Paradise Medical Group was faxed to an incorrect number. The fax number was provided by Feather River Hospital medical staff. The Protected Health Information disclosed was the member's name, address, DOB, subscriber ID number, provider, dates of service, and medical information relating to denial.</p> <p>BSC confirmed with the recipient that the letter will be destroyed. A letter notifying the affected member of the incident will be mailed on May 5, 2012. BSC contacted Feather River medical staff to inform them of the incorrect fax number for Paradise Medical Group and to obtain the correct fax number. BSC has updated their records with the correct fax number. There were no Social Security numbers involved with this incident.</p>

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HIPAA Security Incident - Anthem Blue Cross	05/04/12	Anthem Blue Cross	HIPAA Security Incident - Anthem Blue Cross	Anthem Blue Cross reported a Security Incident which occurred March 9, 2012 and which involved one CalPERS member. An individual contacted Anthem Blue Cross to inform them a member's information was received in error. The member's Anthem identification card was mailed to an incorrect address due to it being incorrect in the data received from CalPERS. The member's information has been updated at CalPERS and Anthem Blue Cross. The individual (who received the documents) agreed to destroy them. The Protected Health Information disclosed was the member's name, ID number, and explanation of benefits. There were no Social Security numbers involved with this incident.
HIPAA Security Incident - Anthem Blue Cross	05/04/12	Anthem Blue Cross	HIPAA Security Incident - Anthem Blue Cross	<p>Anthem Blue Cross reported a Security Incident which occurred April 16, 2012 and which involved one CalPERS member. An Anthem Blue Cross member received an Evidence of Benefit with the wrong ID number on it. One digit of the ID number was transposed. This error resulted in a CalPERS member's information being sent to the other Anthem Blue Cross member by mistake. The Protected Health Information disclosed was the member's claim number, name, date of service, amount of services, provider name, and ID number.</p> <p>The Anthem Blue Cross member who received the information has agreed to destroy it. Anthem Blue Cross sent a letter informing the member of the incident on April 20, 2012. There were no Social Security numbers involved with this incident.</p>

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HIPAA Security Incident - Anthem Blue Cross	05/08/12	Anthem Blue Cross	HIPAA Security Incident - Anthem Blue Cross	Anthem Blue Cross reported a Security Incident which occurred February 1, 2012 and which involved one CalPERS member. The member's Evidence of Benefits was mailed to an incorrect address which was provided by CalPERS. The Protected Health Information disclosed was the member's name, address, claim number, date of service, applied amount, and services. There were no Social Security numbers involved with this incident. Anthem Blue Cross is unable to take any actions at this time. CalPERS staff members are currently researching the member's correct address. Once updated, Anthem Blue Cross will send a HITECH notification letter to the member.

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Member Scam - Asking for Retirement Information	05/14/12	CalPERS PAOF Staff Member	Member Scam - Asking for Retirement Information	<p>A CalPERS Office of Public Affairs (PAOF) staff member was referred to a telephone call received from Customer Service. The topic of the call involved a CalPERS member who had received a mailer that asked the mail recipient for his or her retirement information in exchange for receiving important updates about pension legislation. The PAOF staff member informed the CalPERS member that the mailer was a scam. If the CalPERS member is able to locate the mailer, then the member will contact PAOF with this information. The CalPERS member indicated to the PAOF that the mailer appeared to originate from the Southern California region.</p> <p>The affected CalPERS member mailed the scanned image of the "mailer" to PAOF at 8:44 am on Wednesday, May 16, 2012. Because the "mailer" states that the organization is "Not affiliated with CalPERS/CalSTRS," this external event is now considered closed.</p>

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HIPAA Security Incident - Kaiser Permanente	05/18/12	Kaiser Permanente	Unauthorized Disclosure of Protected Health Information	<p>Kaiser Permanente reported a Security Incident which occurred April 30, 2012 and which involved six (6) CalPERS members. A census binder was reported missing from the Manteca Hospital Admitting Department desk. The Protected Health Information disclosed was the members' first and last names, Kaiser Permanente medical record numbers, ages, genders, religious preferences, hospital room numbers, and lengths of stay in the hospital.</p> <p>Members are going to receive a phone call and a follow-up letter. Phone calls were made on 05-11-12 and letters were mailed on 05-14-12 (but only after a phone contact had been made). Kaiser Permanente believes this to be an isolated incident and that the binder is actually misplaced within the facility. Going forward, the plan is to kept only a day's worth of census reports in the binder. The binder is secure where it is currently stored. There were no Social Security numbers involved with this incident.</p>

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HIPAA Security Incident - Blue Shield of California	05/18/12	Blue Shield of California	HIPAA Security Incident - Blue Shield of California	<p>Blue Shield of California (BSC) reported a Security Incident which occurred May 11, 2012 and which involved one (1) CalPERS member. The pharmacy services vendor for BSC (Argus Health Systems) mailed an Evidence of Benefits to the address of the member's spouse by mistake. This error was caused when an incorrect relationship indicator was assigned to the spouse (identifying her as the member). The Protected Health Information disclosed was the member's name, address, subscriber ID number, prescription information, and claims payment information.</p> <p>BSC confirmed the relationship indicator has been updated and Argus Health Systems will mail out the members Evidence of Benefits no later than May 31, 2012. On May 16, 2012, BSC sent a notification letter to the member informing him of the incident. There were no Social Security numbers involved with this incident.</p>
HIPAA Security Incident - Anthem Blue Cross	05/22/12	Anthem Blue Cross	HIPAA Security Incident - Anthem Blue Cross	<p>Anthem Blue Cross reported a Security Incident which occurred May 16, 2012 and which involved one (1) CalPERS member. An employee of Anthem Blue Cross faxed information for a member to an incorrect fax number. The Protected Health Information disclosed was the member's case number, name, address, identification number, date of birth, date of service, and facility name. The Anthem Blue Cross associate was counseled by the reporting Manager and explained how imperative it is to double check fax numbers when sending out external documents. The recipient agreed to shred the document. No Social Security Numbers were involved in this incident.</p>

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Asking for Social Security Number	05/23/12	CalPERS Sacramento Regional Office	Asking for Social Security Number	<p>A CalPERS Member came into the CalPERS Sacramento Regional Office (SRO) to take care of an issue with her date of retirement; and during her conversation with the SRO, she expressed her displeasure with a “very unprofessional” call she apparently received from CalPERS. After the SRO inquired further, the CalPERS Member indicated that the call in question was from a woman who initially neglected to identify herself; but after some questioning, said she was an interpreter for the deaf and that she was calling the CalPERS Member on behalf of CalPERS. The woman on the phone told the CalPERS Member that she was trying to clarify something with her taxes and needed to ask her some questions for a CalPERS hearing impaired agent. This person tried to obtain the Social Security Number assigned to the CalPERS Member.</p> <p>The CalPERS Member declined to supply this information and hung up the phone after apologizing profusely. The CalPERS Member never received a follow-up call and the SRO could not locate any system notes to document the call.</p>
HIPAA Security Incident - Anthem Blue Cross	06/06/12	Anthem Blue Cross	HIPAA Security Incident - Anthem Blue Cross	<p>Anthem Blue Cross reported a Security Incident which occurred May 22, 2012 and which involved one (1) CalPERS member. A case was created and a letter mailed to the spouse of the member who received services. The Protected Health Information disclosed was the member's name, provider name, and the date of services. The Anthem Blue Cross (ABC) associate responsible for the incident was counseled on ABC internal disclosure policies. A letter about the incident was mailed to the member. No Social Security Numbers were involved in this incident.</p>

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HIPAA Security Incident - Anthem Blue Cross	07/09/12	Anthem Blue Cross	Unauthorized Disclosure of Protected Health Information	Anthem Blue Cross reported a Security Incident which occurred March 9, 2012 and was reported on June 12, 2012. The incident involved one CalPERS member. An Associate of Anthem Blue Cross mailed a letter to the incorrect recipient. The Protected Health Information disclosed was the member's name, provider's name, and service date. There were No Social Security Numbers were involved in this incident. The Anthem Blue Cross Associate was counseled on its internal disclosure policies and was given a verbal warning. The member was notified via a letter outlining the incident.
HIPAA Security Incident - Univita	07/09/12	Univita	HIPAA Security Incident - Univita	Univita reported a Security Incident which occurred on May 31, 2012 and which involved one (1) CalPERS member. The Protected Health Information disclosed was the member's Name, Coverage ID number, and claim information on an Explanation of Benefits (EOB). No medical information was disclosed. The Claims Examiner selected the incorrect payee when processing the Individual's claims and the claims check and EOB were mailed to the Recipient. The Recipient called Claims to report that she received the Individual's document in error. The Recipient agreed to destroy the check. The Claims Exam team has placed a stop payment on the claims check and has reprocessed the payment. The payment is pending for confirmation of correct payment address.

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HIPAA Security Incident - Anthem Blue Cross	07/18/12	Anthem Blue Cross	Unauthorized Disclosure of Protected Health Information	Anthem Blue Cross reported on July 12, 2012 a Security Incident which occurred on July 2, 2012 and which involved one CalPERS member. An employee of Anthem Blue Cross accidentally faxed a Denial Request form to the wrong member and the fax was intended for a Provider. The Protected Health Information disclosed was the member's name, identification number, address, provider's name, and address. The Anthem Blue Cross associate was counseled by his or her reporting Manager. The member has been mailed a letter notifying them of the incident. No Social Security Numbers were involved in this incident.

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HIPAA Security Incident - Univita	07/25/12	Univita	HIPAA Security Incident - Univita	<p>Univita reported a Security Incident on July 16, 2012 and which occurred on June 20, 2012 that involved one (1) CalPERS member. An Explanation of Benefits and Claim Check were sent to the wrong recipient. A Univita Claims Examiner processed the member's claim under another individual with a similar name. The Protected Health Information disclosed was the member's name, dates of service, number of days, amount billed, amount ineligible, plan payment, name of provider, and a brief description of the services.</p> <p>The Claims Exam Supervisor reviewed the incident with the Claims Examiner (as well as the Claims Exam team) and established a protocol requiring the staff to search for claimants by coverage ID number instead of last name. The Recipient's Power of Attorney agreed to destroy the Claims Check and Explanation of Benefits. Univita Claims Exam placed a stop payment on the Claims Check and reprocessed the claim for the intended member. No Social Security numbers were involved in this incident.</p>

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HIPAA Security Incident - Blue Shield of California	07/25/12	Blue Shield of California	HIPAA Security Incident - Blue Shield of California	<p>Blue Shield of California (BSC) reported a Security Incident on July 19, 2012 and which occurred on July 18, 2012. The incident involved one CalPERS member. A BSC customer service employee made a Primary Care Physician change for the member but sent a confirmation e-mail to another BSC member by mistake. The Protected Health Information disclosed was the member's name, name of new Primary Care Physician, and the name of the medical group.</p> <p>The BSC employee's supervisor was notified of this incident and the employee will receive corrective feedback about the importance of protecting member information. Due to the limited information disclosed and because the recipient promptly reported the error, Blue Shield does not believe notification to the impacted member is necessary. There were no Social Security numbers involved with this incident.</p>