



of South Central Wisconsin

Group Health Cooperative of South Central Wisconsin
Attn: Privacy Officer
1265 John Q. Hammons Drive
Madison, WI 53717

April 9, 2024

Ceeb Toom Ntaub Ntawv Nyiag.

Nyob zoo Niamtxiv

Group Health Cooperative of South Central Wisconsin (GHC_SCW) ceev cov ntaub ntawv ntiag tug thiab cov ntaub ntawv nyob ntawm peb zoo heev. Hmoov tsis zoo, peb sau tsab ntawv no tuaj qhia koj paub txog qhov xwm txheej tshwm tsim tsis ntev los no txog koj ib cos ntaub ntawv ntiag tug. Peb xav hais qhia koj paub tias peb tau tshawb xyuas qhov tau muaj tshwm sim no tag thiab ua li ua tau los tiv thaiv, xws li hais qhia tej kev tau muaj tshwm sim nyob rau daim ntawv no rau koj paub.

Tej zaum koj yuav paub hais tias nyob rau lub Ib Hli tim 25, 2024, peb tau sau ntawv nyob rau peb qhov Veb Xaij (Website) qhia rau koj tias peb pom hais tias tib neeg nyiag nkag mus saib peb cov ntaub ntawv yam tsis tau kev tso cai. Nyob rau hauv qab no peb yuav qhia kom meej hais txog qhov xwm txheej tau muaj tshwm sim, piav qhia qhov peb tau tshawb fawb thiab kho rau, qhia txog tej kev peb yuav pab tau koj,

Muaj dab tsis tshwm sim?

Thaum sawv ntxov lub Ib Hli tim 25, 2024, GHC-SCW tau pom tias leej twg tau nyiag nkag mus rau peb qhov chaw nkag mus saib (Network). Peb Chav Saib Cov Khoom Siv (Information Technology- IT) thiaj tau los muab cais thiab tiv thaiv peb qhov chaw nkag (network), ua rau peb cov cav ua hauj lwm qhib tsis tau, Tub sab sim muab GHC-SCW qhov chaw Loj (encrypt GHC-SCW system) kaw tab sis kaw tsis tau. Raw peb qhov kev ua thaum pom li no, peb tau qhia qhov xwm txheej tshwm sim no mus rau tom Federal Bureau of Investiagtion (FBI) thiab ntiav cov neeg sab nrau uas paub txog kev tub sam nyiag li no los pab peb kho kom cav rov ua hauj lwm thiab ua kom peb cov chaw nkag (network) neeg nyiag nkag tsis tau thiab cov cav siv ua hauj lwm, thiab los tshawb xyuas kev nyiag nkag zaum no. Cov kev pab no ua rau GHC-SCW cov cav siv rov ua hauj lwm thiab rov nkag tau peb cov cav siv online thiab kom tsis txhob muaj teeb meem.

Cov ntaub ntawv dab tsis nyob rau hauv?

Nyob rau lub Ob Hli tim 9, 2024, thaum peb tshawb nrhiav, peb pom tau tias tub sab nyiag GHC-SCW cov ntaub ntawv, xws li neeg mob cov ntaub ntawv ntiag tug (Protected health information- PHI). Cov ntaub ntawv ntiag tug (PHI) tub sab nyiag yuav muaj tswv cuab/neeg mob npe, chaw nyob, xov tooj, e-mail, hnuv yug, thiab los sis hnuv tuag, tus xauv Saum, tus leb tswv cuab thiab Medicare thiab los sis Medicare tus leb. Qhov peb nrhiav tau qhia tias thaum twg tub sab nyiag nkag, ib tug tub sab nyob txawv teb chaw, hu rau GHC-SCW los lees hais tias nws yog tus ua thiab nyiag peb cov ntaub ntawv.

GHC-SCW ua dab tsi?

Peb pom tias cov ntaub ntawv nyiag tsis tau muab koj mus siv los sis muab nthuav tawm qhia. Thov qhia paub tias peb tsim tau ib cos kev los pab txos kom txhob muaj puas tsuaj los ntawm qhov xwm txheej tau muaj tshwm sim no uas yog ua hauj lwm nrog FBI thiab U.S Cybersecurity thiab Infrastructure Security Agency (CISA), qhia tag nrho rau cov neeg raug nyiag zaum no, cov koom haum nyob rau hauv lav (state) thiab cov koom haum tsoom fww qib siab thiab ceeb toom rau ib cos koom haum ua hauj lwm sab lag luam (consumer agencies). Yuav kom tsis txhob muaj tej no tshwm sim ntxiv, peb tau los tsim cov kev tiv thaiv tag nrho kom zoo dua rau peb cov chaw siv (system and network) thiab kev nkag mus siv. Qhov no suav nrog cov cav siv twb muaj lawm ua rau kom tiv thaiv zoo dua, tsim chaw khaw ntaub ntawv, cob qhia neeg siv thiab paub ceev faj thiab lwm cov kev tiv thaiv.

Kuv yuav tau ua li cas?

Thov rov mus saib cov ntaub ntawv sib tham los ntawm GHC-SCW thiab lwm cov kwv kho mob, nrog cov ntaub ntawv sau xa sib tham mus los, cov ntawv sau them nqi, thiab lwm cov kev sib tham. Yog koj pom tej yam koj tsis tau tso cai los sis tej kev pab koj tsis tau txais, hu rau GHC_SCW tam sis.

Ntxiv mus, peb pab cov neeg raug nyiag mus tso npe tom chaw Pab cuam saib xyua ib xyoo. Tiam sis, peb yuav tsis tau kev tso cai muab peb cov tswv cuab rau lawv ncaj qhas. Saib qhia ntxiv muaj nrog daim ntawv no rau kev xav paub ntau hais txog mus tso npe rau chaw pab cuam saib xyuas. Yog koj muaj lus noog txog qhov xwm txheej ntawv, thov hu 1-833-999-3132 thaum sij hawm 8 moos sawv ntxov txog 8 moos tsau ntuj, lub sij hawm sab hnuv tuaj, hnuv Vas cas txog Vas xuv (Monday-Friday), tsis suav cov hnuv so.

Koj muaj cai ua ib daim ntawv tsis tsau siab xa mus rau qhov chaw hu Office for Civil Rights (OCR). Koj kuj hu tau dawb rau tus xov tooj (877)696-6775, los yog sau ntawv mus rau U. S. Department of Health and Human Services, 200 Independence Avenue, S. W., Washington, D.C., 20301 los sis nkag mus saib lawv lub Website <https://www.hhs.gov/hipaa/filing-a-complaint/index.html>. Xav paub ntau kev qhia tiv thaiv koj cov ntaub ntawv ntiag tug thov mus saib ghcscw.com/cybersecurity/ los sis nkag mus rau Tsoom Fww Qib Siab (Federal Trade Commission ntawm www.ftc.gov/idtheft los sis hu (877)438-4338, TTY: 1-866-653-4261.



Crystal Powers

Chav Tswj Ntaub Ntawv Kho Mob thiab Tus Saib Kev Ceev Ntiag Tug (Privacy Officer)
Group Health Cooperative of South Central Wisconsin

I

Ib Qhos Chaw Saib Xyuas Sab Nuj Nqi Theem Siab/Ib Qhos Chaw Saib Xyuas Qhia Kev Them Nqi/Ib Qhov Chaw Saib Xyuas Kev Them Nqi Tau Zoo Li Cas (Single Bareau Credit Monitoring/Single Bareau Credit Report/Single Bareau Credit Score)

Qhov tau ua thaum muaj xwm txheej tshwm sim, peb muab rau koj qhov chaw hu **Ib Qhos Chaw Saib Xyuas Sab Nuj Nqi/Ib Qhos Chaw Qhia Kev Them Nqi/Ib Qhov Chaw Saib Xyuas Them Tau Nqi Zoo Li Cas (Single Bareau Credit Monitoring/Single Bareau Credit Report/Single Bareau Credit Score) cov kev pab cuam pub dawb tsis tau them nqi cuv npe.** Cov chaw pab no yuav ceeb toom rau koj mus li ib xyoo txij hnuv cuv npe rau yog thaum muaj tej yam txawv txav ntawm koj sab qiv nuj nqi (Credit file). Yuav sau ntawv xa tuaj qhia koj paub hnuv tau muaj tej yam pauv los sis tawm tshiab rau pem chaw saib (Bareau). Thaum kawg no, peb muab cov kev pab yuav tau ua kom koj txhob raug dag coj los qhia pab koj nrog rau tej lus noog koj muaj los sis yog koj hos raug tsim txom dag. Cov kev pab cuam no yog ua los ntawm Cyberscout, a TransUnion Company uas paub zoo txoj kev pab sab neeg raug dag thiab pab sib hais kom haum xeeb.

Ua koj yuav mus cuv npe li cas rau qhov kev pab dawb?

Mus cuv npe rau chaw Saib Xyuas Sab Txais Nuj Nqi tsis tau them nyiaj rau, thov nkag mus rau www.mytrueidentity.com thiab ua raw li cov lus qhia nyob rau hauv. Thaum noog thov muab tus leb Code nyob ntawm daim ntawv xa tuaj koj tau txais rau.

Yuam kom koj tau txais cov kev pab cuam saib xyuas hais saum toj no, koj yuav tau mus cuv npe tsis pub dhau 90 hnuv txij hnuv tau txais daim ntawv no. Qhov cuv npe Yuav tsum muaj internet thiab muaj qhib ib tus account thiab yuav cuv tsis tau rau tus neeg hnuv nyooq qis dua 18 lub xyoo. Thov qhia rau paub tias thaum mus cuv npe rau chaw pab cuam saib xyuas, yuav noog txog koj tus kheej kom paub tias nws yog koj.

Yog tias koj xav tham nrog GHC-SCW hais txog qhov xwm txheej no?

Cov neeg sawv cev (Representatives) yuav khoom los pab rau 90 hnuv txij hnuv tau txais daim ntawv no, los pab teb koj cov lus noog hais txog qhov xwm txheej no, thaum 8 moos sawv ntxov txog rau 8 moos tsau ntuj, sij hawm sab hnuv tuaj, hnuv Monday txog Friday, **tsis suav hnuv so.** Thov hu 1-833-999-3132 thiab qhia rau tus neeg paub sab kev dag tus leb code xa nrog koj daim ntawv tuaj saum toj no.

Thaum hu lawv tus neeg sawv cev yuav muaj peev xwm qhia tau cov kev pab ntau thiab teb feem ntau koj cov lus noog, koj tseem muaj qhov tias xav tham nrog GHC-SCW hais txog qhov xwm txheej no. Yog xav, thov hu GHC-SCW cov Ua Pab Tswv Cuab (Member Services) ntawm tus xov tooj 1-608-828-4853 los sis 1-800-605-4327 thaum 8 moos sawv ntxov txog 5 moos tsau ntuj, lub sij hawm ntawm nrub nrab teb, hnuv Monday txog Friday.



of South Central Wisconsin

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April 9, 2024

Ceeb Toom Ntaub Ntawv Nyiag.

Nyob zoo Niamtxiv/Tus Neeg Saib Xyuas.

Group Health Cooperative of South Central Wisconsin (GHC_SCW) ceev cov ntaub ntawv ntiag tug thiab cov ntaub ntawv nyob ntawm peb zoo heev. Hmoov tsis zoo, peb sau tsab ntawv no tuaj qhia koj paub txog qhov xwm txheej tshwm tsim tsis ntev los no txog koj ib cos ntaub ntawv ntiag tug. Peb xav hais qhia koj paub tias peb tau tshawb xyuas qhov tau muaj tshwm sim no tag thiab ua li ua tau los tiv thaiv, xws li hais qhia tej kev tau muaj tshwm sim nyob rau daim ntawv no rau koj paub.

Tej zaum koj yuav paub hais tias nyob rau lub Ib Hli tim 25, 2024, peb tau sau ntawv nyob rau peb qhov Veb Xaij (Website) qhia rau koj tias peb pom hais tias tib neeg nyiag nkag mus saib peb cov ntaub ntawv yam tsis tau kev tso cai. Nyob rau hauv qab no peb yuav qhia kom meej hais txog qhov xwm txheej tau muaj tshwm sim, piav qhia qhov peb tau tshawb fawb thiab kho rau, qhia txog tej kev peb yuav pab tau koj,

Ua Li Cas?

Thaum sawv ntxov lub Ib Hli tim 25, 2024, GHC-SCW tau pom tias leej twg tau nyiag nkag mus rau peb qhov chaw nkag mus saib (Network). Peb Chav Saib Cov Khoom Siv (Information Technology- IT) thiaj tau los muab cais thiab tiv thaiv peb qhov chaw nkag (network), ua rau peb cov cav ua hauj lwm qhib tsis tau, Tub sab sim muab GHC-SCW qhov chaw Loj (encrypt GHC-SCW system) kaw tab sis kaw tsis tau. Raw peb qhov kev ua thaum pom li no, peb tau qhia qhov xwm txheej tshwm sim no mus rau tom Federal Bureau of Investigation (FBI) thiab ntiav cov neeg sab nrau uas paub txog kev tub sam nyiag li no los pab peb kho kom cav rov ua hauj lwm thiab ua kom peb cov chaw nkag (network) neeg nyiag nkag tsis tau thiab cov cav siv ua hauj lwm, thiab los tshawb xyuas kev nyiag nkag zaum no. Cov kev pab no ua rau GHC-SCW cov cav siv rov ua hauj lwm thiab rov nkag tau peb cov cav siv online thiab kom tsis txhob muaj teeb meem.

Cov ntaub ntawv dab tsis nyob rau hauv?

Nyob rau lub Ob Hli tim 9, 2024, thaum peb tshawb nrhiav, peb pom tau tias tub sab nyiag GHC-SCW cov ntaub ntawv, xws li neeg mob cov ntaub ntawv ntiag tug (Protected health information- PHI). Cov ntaub ntawv ntiag tug (PHI) tub sab nyiag yuav muaj tswv cuab/neeg mob npe, chaw nyob, xov tooj, e-mail, hnuv yug, thiab los sis hnuv tuag, tus xauv Saum, tus leb tswv cuab thiab Medicare thiab los sis Medicare tus leb. Qhov peb nrhiav tau qhia tias thaum twg tub sab nyiag nkag, ib tug neeg nyob txawv teb chaw, hu rau GHC-SCW los lees hais tias nws yog tus ua thiab nyiag peb cov ntaub ntawv.

GHC-SCW ua dab tsi?

Peb pom tias cov ntaub ntawv nyiag tsis tau muab koj mus siv los sis muab nthuav tawm qhia. Thov qhia paub tias peb tsim tau ib cos kev los pab txos kom txhob muaj puas tsuaj los ntawm qhov xwm txheej tau muaj tshwm sim no uas yog ua hauj lwm nrog FBI thiab U.S Cybersecurity thiab Infrastructure Security Agency (CISA), qhia tag nrho rau cov neeg raug nyiag zaum no, cov koom haum nyob rau hauv lav (state) thiab cov koom haum tsoom fwm qib siab thiab ceeb toom rau ib cos koom haum ua hauj lwm sab lag luam (consumer agencies). Yuav kom tsis txhob muaj tej no tshwm sim ntxiv, peb tau los tsim cov kev tiv thaiv tag nrho kom zoo dua rau peb cov chaw siv (system and network) thiab kev nkag mus siv. Qhov no suav nrog cov cav siv twb muaj lawm ua rau kom tiv thaiv zoo dua, tsim chaw khaw ntaub ntawv, cob qhia neeg siv thiab paub ceev faj thiab lwm cov kev tiv thaiv.

Kuv yuav tau ua li cas?

Thov rov mus saib cov ntaub ntawv sib tham los ntawm GHC-SCW thiab lwm cov kwv kho mob, nrog cov ntaub ntawv sau xa sib tham mus los, cov ntawv sau them nqi, thiab lwm cov kev sib tham. Yog koj pom tej yam koj tsis tau tso cai los sis tej kev pab koj tsis tau txais, hu rau GHC_SCW tam sis.

Ntxiv mus, peb pab cov neeg raug nyiag mus tso npe tom chaw Pab cuam saib xyua ib xyoo. Tiam sis, peb yuav tsis tau kev tso cai muab peb cov tswv cuab rau lawv ncaj qhas. Saib qhia ntxiv muaj nrog daim ntawv no rau kev xav paub ntau hais txog mus tso npe rau chaw pab cuam saib xyuas. Yog koj muaj lus noog txog qhov xwm txheej ntawv, thov hu 1-833-999-3132 thaum sij hawm 8 moos sawv ntxov txog 8 moos tsau ntuj, lub sij hawm sab hnuv tuaj, hnuv Vas cas txog Vas xuv (Monday-Friday), tsis suav cov hnuv so.

Koj muaj cai ua ib daim ntawv tsis tsau siab xa mus rau qhov chaw hu Office for Civil Rights (OCR). Koj kuj hu tau dawb rau tus xov tooj (877)696-6775, los yog sau ntawv mus rau U. S. Department of Health and Human Services, 200 Independence Avenue, S. W., Washington, D.C., 20301 los sis nkag mus saib lawv lub Website <https://www.hhs.gov/hipaa/filing-a-complaint/index.html>. Xav paub ntau kev qhia tiv thaiv koj cov ntaub ntawv ntiag tug thov mus saib [ghcscw.com/cybersecurity/](https://www.ghcscw.com/cybersecurity/) los sis nkag mus rau Tsoom Fwm Qib Siab (Federal Trade Commission ntawm www.ftc.gov/idtheft los sis hu (877)438-4338, TTY: 1-866-653-4261.



Crystal Powers

Chav Tswj Ntaub Ntawv Kho Mob thiab Tus Saib Kev Ceev Ntiag Tug (Privacy Officer)
Group Health Cooperative of South Central Wisconsin

Chaw Saib Xyuas Tub Sab Nyiag Ntaub Ntawv

Qhov ua thaum muaj xwm txheej tshwm sim, peb qhia rau cov niam txiv muaj menyuam raug nyiag ntaub ntawv kom tau txais kev pab saib xyuas rau koj thiab koj tus menyuam li ib xyoo tsis kom them nqi. Cov neeg saib xyuas yuav saib seb puas pom koj thiab koj tus menyuam cov ntaub ntawv ntiag tus tom chaw siv (dark web) thiab qhia rau koj paub tias koj los sis tus menyuam cov ntaub ntawv ntiag tug tau muab cov mus siv (online). Cov kev pab no yog ua los ntawm lub chaw loj Saib Xyuas hu Cyberscout through Identify Force, A TransUnion company paub zoo txog tej kev pab rau cov neeg raug dag thiab kev sib kho kom haum xeeb.

Ua li koj yuav mus cuv npe li cas rau qhov kev pab dawb?

Mus cuv npe rau chaw pab cuam Saib Xyuas tub sab nyiag (Cyber Monitoring Services) yog tso dawb xwb, thov nkag mus rau <https://secure.identityforce.com/benefit/ghcscw> thiab ua raw li cov ntawv qhia nyob rau hauv. Thaum noog no muab tus leb hu Code nyob ntawm daim ntawv luam tawm xa tuaj no thiaj tau kev pab. Yog thaum koj cuv koj npe tag, mus nias koj lub npe nyob rau saum kawg ntawm koj sab xis (dashboard) thiab mus xaiv qhov tias Saib Xyuas Tiv thaiv Ib Tsev (Manage Family Protection) tom qab ntawv mus rau npe ntxiv tsev neeg (Add Family Member) mus rau koj tus menyuam npe. Yuav kom koj tau txais cov kev pab saib xyuas los saum toj no, koj yuav tau mus cuv npe tsis pub dhaw 90 hnuv txij hnuv tau txais daim ntawv no. Yuav tsum muaj internet thiab muaj qhib ib tus account thiab yuav tsum yog niamtxiv los sis tus neeg saib thiaj cuv tau npe. Thov qhia paub tias thaum cuv npe rau chaw pab cuam saib xyuas, yuav noog koj tus kheej tias koj yog leej twg kom paub tseeb tias yog koj.

Yog tias koj xav tham nrog GHC-SCW hais txog qhov xwm txheej no?

Cov neeg sawv cev (Representatives) yuav khoom los pab rau 90 hnuv txij hnuv tau txais daim ntawv no, los pab teb koj cov lus noog hais txog qhov xwm txheej no, thaum 8 moos sawv ntxov txog rau 8 moos tsau ntuj, sij hawm sab hnuv tuaj, hnuv Monday txog Friday, tsis suav hnuv so. Thov hu 1-833-999-3132 thiab qhia rau tus neeg teb xov tooj tus leb code xa nrog koj daim ntawv tuaj saum toj no.

Thaum hu lawv tus neeg sawv cev yuav muaj peev xwm qhia tau cov kev pab ntau thiab teb feem ntau koj cov lus noog, koj tseem muaj qhov tias xav tham nrog GHC-SCW hais txog qhov xwm txheej no. Yog

xav, thov hu GHC-SCW cov Ua Pab Tswv Cuab (Member Services) ntawm tus xov tooj 1-608-828-4853 los sis 1-800-605-4327 thaum 8 moos sawv ntxov txog 8 moos tsau ntuj, lub sij hawm ntawm nrub nrab teb, hnuv Monday txog Friday.