

Frequently Asked Questions – eleHealth letter mailing

What happened? While preparing to mail a batch of letters, eleHealth staff missorted an address file. Some patients' names were lined up with another patient's address. We did not detect the error until after letters were mailed with the wrong patients' names on some of them.

What Information was Involved? It's important to know that only the patient's first and last name were involved. The original letter was either a Voluntary Alignment Steps letter or a flyer from the federal Centers for Medicare and Medicaid Services. Both letters have standardized content. They both are related to an Accountable Care Organization your healthcare provider participates in to improve the quality of care.

Was my information involved? If your first and last name were on a letter mailed to another patient, eleHealth already sent you a letter about the incident. If you did not receive a letter from eleHealth, then your name was not involved.

What eleHealth is doing: We are notifying individuals whose names were mailed to another patient. We have already put new procedures in place for creating address files. We are currently training our staff in these procedures to reduce the likelihood of future errors.

What you can do: We do not believe your information is at risk. We do not expect any harm to occur because of this error. As always, please look closely at any information from your healthcare provider to make sure it is accurate. If you ever have a concern about the accuracy of your health information, please contact your provider.

For more information: If you have any questions about this incident, you may contact us by phone or by mail.

Phone:

Toll-free helpline: 1- (844) 644-2583

Monday through Thursday, 8 a.m.–5 p.m., and Friday, 8 a.m.–noon

Write to:

eleHealth Privacy Office

5525 Reitz Avenue

Baton Rouge, LA 70809