



December 16, 2011

MOLINA HEALTHCARE SUBSTITUTE BREACH NOTIFICATION

We recently learned of an incident that may have caused some of our Healthy Families members' personal and health information to be exposed. Molina Healthcare of California ("Molina Healthcare") is sending written notices to the individuals affected by the breach via first class mail; however, we do not have correct or up to date mailing addresses or contact information for some of the individuals affected by this breach. This website notice is to provide substitute notification to individuals that may be affected by the breach. This website notice explains the specifics of the breach and suggests steps that affected Molina Healthcare Healthy Families members can take to protect themselves from potential harm.

On October 18, 2011, we discovered that Provider Reassignment ("PR") letters sent to certain Healthy Families members had some PHI visible on the mailing label of the envelope. The PHI that was visible was a Molina tracking no. that included some member personal information. Our records indicate that this occurred for PR letters sent over a several year period between approximately August 1, 2002 and October 18, 2011. Molina Healthcare is still investigating the incident in order to determine whether PR letters sent prior to August 2002 were also affected. Molina Healthcare will notify additional individuals affected by this incident as we more fully determine the scope of the incident.

The PHI that was visible on the mailing labels was: Client Index Number (CIN); Month of Birth; Day of Birth; Age; and Sex. The tracking no. was formatted so that the personal information was not readily identifiable. As of December 9, 2011, Molina Healthcare had not received any information indicating that anyone had misused the PHI that was on the mailing labels of the PR letters.

We understand that the affected members may have concerns about the personal information that was exposed during the mailing process. To find out if your personal information was exposed in connection with this incident, you may call Debix at 1-877-579-2269 or Molina Healthcare Member Services Department at 1-888-665-4621 (7:00 AM - 7:00 PM, Monday - Friday); deaf or hearing impaired members can reach us by dialing 711 for the California Relay Service.

This may place affected members at risk for identity theft. We recommend that affected members place a fraud alert on their credit file. A fraud alert tells creditors to call the individual before opening any new accounts. Individuals can call any one of the agencies below to have a fraud alert placed on your file. A fraud alert lasts for 90 days. Individuals can also get a free credit report from each agency.



Equifax	Experian	TransUnion
800-525-6285	888-397-3742	800-680-7289

We believe the risk of identity fraud is low. Nonetheless, out of an abundance of caution, Molina Healthcare is offering affected members free identity protection from Debix. The free Debix OnCall Health protection will be valid for 1 year from the date you register. Please visit www.debix.com/safe to learn more about Debix. Affected members may call **1-877-579-2269** to enroll in the Debix service. **Please ensure that you enroll by March 31, 2012.** Please see the following information sheet which describes Debix OnCall Healthcare and provides instructions on how you can activate the Debix service.

Molina Healthcare regrets this problem. We have reviewed our systems and processes to determine the cause of the incident. We believe that we have taken appropriate steps in response to this incident to mitigate any potential harm and to reduce the likelihood of such an incident recurring. To help stop more breaches we have corrected our mailing labels for PR letters so that they no longer include a tracking number that contains members' PHI. We are also assessing our mailing processes for other types of letters.

If there is more Molina Healthcare can do to help you, call our Member Services Department at 1-888-665-4621 (7:00 AM - 7:00 PM, Monday - Friday); deaf or hearing impaired members can reach us by dialing 711 for the California Relay Service.

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