



To: Current and Former Members of Molina Healthcare of New Mexico

The protected health information (PHI) of 256 Molina Healthcare New Mexico (Molina) current and former members may have been seen by people who do not have a right to see it or use it. This is called a breach. The breach took place on or about February 16, 2015. Molina discovered this breach on February 17, 2015. Members may call Molina's Member Services Department at 800-580-2811 to find out if they were affected.

An employee of Infosys, a business associate of Molina, accidentally uploaded PHI to a website. The PHI was inadvertently included with some software code that was uploaded to the website. The website was not authorized to receive Molina member PHI. There is no evidence to suggest that the website stored the PHI that was inadvertently uploaded. The PHI involved in the breach included: First Name; Last Name; Middle Initial; Date of Birth; and Social Security Number (SSN).

Molina researched what happened and will be improving processes and procedures to make sure this does not happen again. Molina has worked with Infosys to determine the cause of this incident. Molina has required that Infosys implement corrective action to ensure that its employees do not make this type of error in the future. Molina has also implemented additional safeguards to help prevent future breaches.

This breach may have put you at risk for identity theft. You should notify the three credit bureaus listed below about the breach. You should also place a fraud alert on your credit file. You can call any one of the agencies below to have a fraud alert placed on your file. A fraud alert tells creditors to call you before any new accounts are open. A fraud alert lasts for 90 days. You can also get a free credit report from each agency. Once you get a report, look for the following information:

- Any accounts you don't remember opening.
- Requests from creditors that you don't know about.
- Check for any medical bills that you don't know about.
- Look at all of your personal information and make sure it is correct.

If you have any questions about the reports you receive, call the credit agency that sent you the report. If there is something wrong in the report, file an identity theft report with your local police or sheriff's office. Make sure to get a copy of this report. You may also need to give a copy of this report to creditors. These steps will help you clear your records. If your credit report is OK, you should still check your credit every three (3) months for the next year. Call any of these agencies to get a report.

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

You may also want to ask for a copy of your medical records from your healthcare providers. It is good to have a copy that you can look at in case you ever have problems. You can also get a copy of your claims or other PHI Molina has. To get this information, call our Member Services toll-free at 800-580-2811, TTY 800-659-8331.

We are also offering affected members free identity protection from AllClear ID. AllClear ID is an identity theft protection company. This protection will be valid for 1 year from the date you register. AllClear ID helps prevent and detect misuse of your personal information. AllClear ID will monitor your credit and will provide a \$1 million identity theft policy. **Please enroll by August 31, 2015.**

If you have any questions or need any help please call Member Services at 800-580-2811, TTY 800-659-8331.

Sincerely,

Timothy C. Zevnik, CIPP/US, CIPP/G, Privacy Official
Molina Healthcare