



September 17, 2015

TO: CURRENT AND FORMER MEMBERS OF MOLINA DUAL OPTIONS MYCARE OHIO MEDICARE-MEDICAID PLAN

This is to let you know that CVS, Molina Healthcare’s Over-the-Counter (OTC) benefits vendor, told us on 7/20/15 about a breach of your protected health information (PHI). This is to tell you about this incident and what you can do to protect yourself from potential harm. To find out if you were affected by this breach, you may call Molina Healthcare Member Services Department at (855) 665-4623, 7 days a week, 8:00 AM to 8:00 PM local time, (TTY 711).

On or about 3/26/15, a former CVS employee took PHI from CVS’ computers and sent it to his personal computer. CVS believes he did this to fraudulently obtain OTC products from CVS. Upon learning of this incident, CVS took prompt action to investigate this issue. No fraudulent use of your PHI has been found. The PHI involved in the breach is as follows: Full Name; CVS ID; CVS ExtraCare Health Card Number; Member ID; Rx Plan Number; Rx Plan State; Start Date; and End Date.

This may put you at risk for identity theft. We think you should place a fraud alert on your credit file. A fraud alert tells creditors to call you before opening any new accounts. You can call any one of the agencies below to have a fraud alert placed on your file. A fraud alert lasts for 90 days. You can also get a free credit report from each agency.

Equifax	Experian	TransUnion
1-800-525-6285	1-888-397-3742	1-800-680-7289
TTY/TDD Users: 1-866-478-0030	TTY/TDD Users: 711	TTY/TDD Users: 877-553-7803

Look at your reports when you get them. Look for accounts you do not remember opening. Look for requests from creditors that you do not know about. Check for any medical bills that you do not know about. Look at all your personal information. Make sure it is correct. Call the credit agency if you have any questions about your report.

If there is something wrong with your report, call your local police or sheriff’s office. File an identity theft report. Get a copy of this report. You may need to give a copy to other creditors. This will help clear your records.

If your credit report is OK, you should still check your credit. Check your credit report every three months for the next year. Call one of the numbers above to get your report.

Keep a copy of this letter for your records. It can help if you have future problems with your medical records. You may 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 held by Molina Dual Options MyCare Ohio Medicare-Medicaid Plan (Molina Healthcare). To get it please call our Member Services department at the toll-free number listed below.

Molina Healthcare regrets this problem. CVS is replacing CVS ExtraCare Health Cards for affected individuals who are current Molina Healthcare members with an OTC benefit, unless your CVS ExtraCare Health Card was already replaced due to a change in your benefits plan. To further help protect your identity, we are offering you a free one-year membership of identity theft protection.

To learn more about subscribing for identity protection, please feel free to contact **CVS Customer Service at (888) 217-5370**. To help stop more breaches we are working with CVS to even better secure your data and to ensure this does not happen again.

If there is more Molina Healthcare can do to help you, please call our Member Services Department at (855) 665-4623, Monday – Friday, 8:00 AM to 8:00 PM local time, (TTY/TDD 711).

Sincerely,

Molina Dual Options MyCare Ohio
Member Services Department

Molina Dual Options MyCare Ohio Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. You can get this information for free in other formats, such as large print, braille, or audio. Call (855) 665-4623, TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m., local time. The call is free. Usted puede recibir esta información en otros idiomas gratuitamente. Llame al (855) 665-4623, TTY/TDD al 711, de lunes a viernes de 8 a.m. a 8 p.m. hora local. Esta es una llamada gratuita.

You can get this information for free in other languages. Call (855) 665-4623, TTY/TDD: 711, Monday – Friday, 8 a.m. to 8 p.m., local time. The call is free. Usted puede recibir esta información en otros idiomas gratuitamente. Llame al (855) 665-4623, TTY/TDD al 711, de lunes a viernes de 8 a.m. a 8 p.m. hora local. Esta es una llamada gratuita.

Limitations and restrictions may apply. For more information, call Molina Dual Options MyCare Ohio Member Services or read the Molina Dual Options MyCare Ohio Member Handbook.

Benefits may change on January 1 of each year.