



**P.O. Box 22816
Long Beach, CA 90801**

July 6, 2015

To: Current and Former Members of Molina Medicare Options Plus HMO SNP in Texas

Molina Medicare Options Plus HMO SNP (“Molina Healthcare”) was notified on May 8, 2015 by CVS Health of an incident involving the Molina Healthcare Over-the-Counter (OTC) benefit, which is part of the Molina Medicare Options Plus benefit plan administered by CVS Health. During the period beginning March 31, 2015 through May 24, 2015, a former CVS Health employee, who had access to CVS ExtraCare Health Card numbers in connection with his job duties, fraudulently ordered OTC products using this information. The CVS ExtraCare Health Card number of 182 Molina Healthcare members was inappropriately utilized to place an order by this individual. Upon learning of this incident, CVS Health took immediate action to mitigate this issue.

In summary, for your awareness, the protected health information (“PHI”) which was inappropriately utilized for fraudulent activity and a part of the breach is as follows:

- CVS ExtraCare Health card numbers (which is associated with Molina Medicare Options Plus Plan ID numbers)
- First and Last Name

Out of an abundance of caution, CVS Health is re-issuing newly assigned CVS Extra Care Health Card numbers to all current members, and terminating CVS Extra Care Health Card numbers that were affected. Please note that CVS Health is continuing to investigate the incident. To help prevent future breaches from occurring, CVS Health has enhanced its fraud management processes and security/control measures.

We are also providing affected members with a free one-year membership in ProtectMyID™ Alert from Experian® as a precautionary measure. This service will provide affected members with credit monitoring capabilities and in-depth assistance with identity theft protection. ProtectMyID™ is completely free and enrolling in this program will not hurt enrollee credit scores. To activate the free one year membership in ProtectMyID™ Alert from Experian®, affected members can visit the website listed below and enter an individual activation code or, if you prefer, enroll with an Experian Customer Care representative toll-free at (877) 371-7902. Affected members have ninety (90) days from the date of this notice to activate this membership, which will then continue for 12 full months.

Molina Medicare Options Plus HMO SNP members of Texas can call Molina Medicare Options Plus Member Service to inquire as to whether are affected, 7 days a week, 8:00 AM to 8:00 PM local time at: 1-866-440-0012; TTY/TDD: 711

We sincerely regret this incident, and are committed to protecting the privacy of members' personal information. We believe that CVS Health has taken appropriate steps in response to this incident to mitigate any potential harm and to reduce the likelihood of such an incident recurring. Should you have any questions regarding this matter, please feel free to call ProtectMyID™ at (877) 371-7902 Monday through Friday, 9 am to 9 pm, and Saturday – Sunday, 11 AM to 8 PM, all Eastern time (TTY/TDD users please call 711) or Molina Medicare Options Plus Member Service, 7 days a week, 8:00 AM to 8:00 PM local time at: 1-866-440-0012; TTY/TDD: 711

Sincerely,

Molina Medicare Options Plus HMO SNP
Member Service Department

Molina Medicare Options Plus HMO SNP is a Health Plan with a Medicare Contract and a contract with the state Medicaid program. Enrollment in Molina Medicare Options Plus depends on contract renewal. This information is available in other formats, such as Braille, large print, and audio

This information is available for free in other languages. Please call our customer service number at (866) 440-0012, TTY/TDD <711>, 7 days a week, 8 a.m. - 8 p.m., local time. Esta información está disponible gratuitamente en otros idiomas. Por favor, comuníquese a nuestro número de teléfono para servicio al cliente al (866) 440-0012, TTY/TDD <711>, los 7 días de la semana, de 8:00 a.m. a 8:00 p.m., hora local.

The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the plan. Limitations, copayments, and restrictions may apply. Benefits, formulary, pharmacy network, provider network, premium and/or copayments/ co-insurance may change on January 1 of each year.