



## FOR IMMEDIATE WEBSITE POSTING

July 15, 2016

### Important Notice to Sunshine Health Members

This important notice is to inform Sunshine Health members that we identified a possible disclosure of health plan information. On June 15, 2016, we were alerted that a Sunshine Health employee violated company policy by mistakenly emailing a file containing plan information pertaining to 1,479 Sunshine Health members that same day to an unknown email address. The file included your full name, sex, address, date of birth, your plan and eligibility coverage information, Medicaid and/or Medicare ID number(s) and clinical information (for example, admission and discharge information, diagnosis, treatment plan, provider information and medications) of Sunshine Health members enrolled in the Medicaid, Ambetter or Medicare plans who were hospitalized on June 15, 2016.

Please be assured that we have taken the necessary steps to help mitigate any harm that might result from this possible disclosure including informing all affected individuals. To prevent this from happening in the future, we terminated the employee involved in this incident and re-trained our staff on the importance of checking email addresses to ensure that protected information is sent to appropriate recipients.

**What You Can Do** - We have no reason to believe our members' information has been used in the wrong way. However, we want to be cautious. There are steps impacted Members should take to protect themselves from any harm.

- We are giving our potentially impacted members one year of free identity theft protection services. The service is through **ID Experts®**. ID Experts will help these members resolve issues if their identity is compromised. To enroll, please call 1-866-329-9984, Monday through Friday between 8:00 a.m. and 8:00 p.m. Impacted members can also enroll online at [www.idexpertscorp.com/protect](http://www.idexpertscorp.com/protect). Potentially impacted Members must enroll by October 15, 2016. They must use a unique enrollment code to sign up for this service. Please call Sunshine Health's Privacy Officer at 954-514-1745 to obtain an enrollment code.

If members notice suspicious activity regarding any of their personal accounts or have reason to believe that their information is being misused, members should contact their local law enforcement authorities immediately and file a police report. For more guidance on steps to take to protect your information, members may also contact the Federal Trade Commission at [www.ftc.gov](http://www.ftc.gov) or (877) 438-4338.

If there are any questions regarding this matter, please contact our Privacy Officer at Sunshine Health, 1301 International Parkway, Suite 400, Sunrise, FL 33323 or email us at [marygarcia@centene.com](mailto:marygarcia@centene.com). You may also call our toll free telephone number at 866-796-0530.

Para ayuda en traducir or entender este aviso, llame Servicios para Miembros a (866)796-0530 (TTY 711), de lunes a Viernes, de 8:00 am a 8:00 pm.