



September 18, 2015

**VIA EMAIL SUBMISSION**

Attorney General's Office  
State of Washington  
Attn: Bob Ferguson  
1125 Washington Street SE  
PO Box 40100  
Olympia, WA 98504-0100

Re: Breach of Security of Personal Health Information

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Dear Mr. Ferguson,

This is to notify you of a breach of personal information pertaining to an incident involving the suspected unauthorized access or disclosure of personal information pertaining to Molina Healthcare of Washington, Inc. ("Molina") Medicare members. The following provides a synopsis of the breach:

On July 20, 2015, CVS, the third party vendor that administers the Over the Counter, "OTC" benefit on behalf of Molina, reported an incident to Molina that affected a total of 7,767 Molina Medicare members in Washington. In connection with their investigation of potential fraud by a former employee of CVS, local law enforcement performed a search of the former CVS employee's home and discovered that the former employee impermissibly transferred personal information from CVS' computer systems and stored it on his personal computer. This occurred on or about March 26, 2015. The PHI was removed from CVS' systems by its former employee in violation of CVS' policies. Upon learning of this incident, CVS took prompt action to investigate this issue. Upon learning of the breach from CVS on July 20, 2015, Molina took immediate action to work with CVS to investigate the breach and correct the problem.

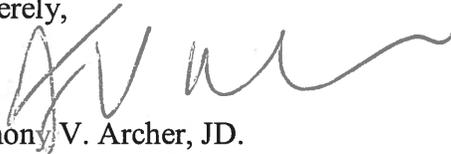
The Molina member information involved in the breach included the following: Full Name; CVS ID; CVS ExtraCare Health Card Number; Member ID; Rx Plan Number; Rx Plan State; Start Date; and End Date. CVS has not detected any fraud with respect to any of the affected Molina Medicare members in Washington.

Molina is working with CVS to prevent similar breaches from occurring in the future. CVS has implemented a proactive remediation and mitigation plan which Molina has reviewed and is monitoring with CVS to ensure its implementation.

I am enclosing a copy of the notice to individuals of the security breach that Molina has mailed to the affected Molina Medicare members in Washington.

If you have any questions about this breach, please call me at (888) 562-5562, ext. 115562 or contact Timothy C. Zevnik, CIPP/US, CIPP/G, Privacy Official, Molina Healthcare at (888) 562-5562, ext. 111578 or via email at [Timothy.Zevnik@molinahealthcare.com](mailto:Timothy.Zevnik@molinahealthcare.com).

Sincerely,



Anthony V. Archer, JD.

Director of Privacy, Molina Healthcare, Inc.

Enclosure

cc: Claudia St. Clair, VP of Government Contracts, Molina Healthcare of Washington, Inc.  
Harry Carstens, Compliance Director, Molina Healthcare of California, Inc.  
John Tanner, VP Medicare, Molina Healthcare, Inc.  
Ronald Kurtz, Assistant General Counsel, Molina Healthcare, Inc.  
Patricia Sanchez, Assistant General Counsel, Molina Healthcare, Inc.  
Timothy C. Zevnik, CIPP/US, CIPP/G, Privacy Official, Molina Healthcare



**200 Oceangate Ste. 100  
 Long Beach, CA 90801  
 Attn: Membership Accounting**

September 17, 2015

First Class Mail  
**CONFIDENTIAL**

<MEMBER NAME>  
 <ADDRESS>  
 <CITY, STATE, ZIP>

Dear <MEMBER NAME>,

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.

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.

| <b>Equifax</b>                   | <b>Experian</b>    | <b>TransUnion</b>              |
|----------------------------------|--------------------|--------------------------------|
| 1-800-525-6285                   | 1-888-397-3742     | 1-800-680-7289                 |
| TTY/TDD Users:<br>1-866-478-0030 | TTY/TDD Users: 711 | TTY/TDD Users:<br>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 Medicare Options Plus HMO SNP (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 (800) 665-3086, 7 days a week, 8:00 AM to 8:00 PM local time, (TTY 711).

Sincerely,

Molina Healthcare  
Member Services 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 (800) 665-3086, TTY 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 (800) 665-3086, TTY 711, los 7 días de la semana, de 8:00 a.m. a 8:00 p.m., hora local.*

*This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums and/or co-payments/co-insurance may change on January 1 of each year.*