



**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: 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 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.*