

## Sample Notice – Magellan Transition

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires Sharp Health Plan to notify potentially affected individuals of improper disclosures of Protected Health Information (PHI).

On December 26, 2023, Sharp Health Plan confirmed that a system error in its vendor's printing software failed to apply Sharp Health Plan members' names to the address line in a bulk mailing.

The absence of the addressee might cause someone other than the intended recipient in a household to open the envelope to identify who the letter is for, thereby seeing information intended for the member. The information contained in the letter included member name, member address, member's behavioral health provider's name, and that the member visited the provider in 2023. No other sensitive information, including financial information, was present.

Sharp Health Plan is committed to protecting all of our members' health information to the fullest extent possible. To help prevent this from happening again, the vendor has assured us it has taken actions to modify their software and quality assurance processes to reduce the likelihood of this or a similar situation occurring in the future.

Sharp Health Plan is in the process of sending notices to all affected individuals. This message is posted here as substitute notice for those individuals we are unable to reach. Unless you received behavioral health services covered by Sharp Health Plan in 2023 **you are unlikely to be one of the impacted individuals.**

If you have any questions or believe you may have been one of the individuals with an unknown address, please contact us by phone or email at Sharp Health Plan Customer Care at 1-800-359-2002 (tollfree) or 1-858-499-8300 or [customer.service@sharp.com](mailto:customer.service@sharp.com) if you require further information. We are available Monday – Friday, 8 am – 6 pm to assist you.