

July 7, 2020

For Public Notification:

Home State Health was recently notified that our vendor, Magellan, was the victim of a criminal ransomware attack. We are writing to let you know how this incident may have affected your personal information and, as a precaution, to provide steps you can take to help protect your information. We take the privacy and security of your personal information very seriously and we sincerely regret any concern this incident may cause you.

Why Does Magellan Have My Personal Information

Home State Health uses Magellan to provide consultation services to your health care provider about benefits, such as radiology services, like CT and MRI scans, physical therapy and occupational therapy.

What Happened

On April 11, 2020, Magellan discovered it was targeted by a ransomware attack. The unauthorized actor gained access to Magellan's systems after sending a phishing email on April 6, 2020, that impersonated a Magellan client. Once the incident was discovered, Magellan immediately retained a leading cybersecurity forensics firm, Mandiant, to help conduct a thorough investigation of the incident. The investigation revealed that this incident may have affected your personal information. At this point, we are not aware of any fraud or misuse of any of your personal information due to this incident, but we are notifying you out of an abundance of caution.

What Information Was Involved

The personal information accessed by the unauthorized actor may have your name and one or more of the following: treatment information, health insurance account information, member ID, other health-related information, email addresses, phone numbers, and physical addresses. The information involved in this incident did **not** include your Social Security number or other financial information.

What We Are Doing

Home State Health has worked closely with Magellan since this incident occurred. Magellan immediately reported the incident to, and is working closely with, the appropriate law enforcement authorities, including the FBI. In addition, to help prevent a similar type of incident from occurring in the future, Magellan has implemented additional security protocols designed to protect our network, email environment, systems, and personal information. Home State Health will continue to work with Magellan to monitor the implementation and effectiveness of these new controls.

What You Can Do

Please review the “Information About Identity Theft Protection” reference guide, enclosed here, which describes additional steps you may take to help protect yourself, including recommendations from the Federal Trade Commission regarding identity theft protection and details regarding placing a fraud alert or a security freeze on your credit file. Keep a copy of this letter for your records in case of any potential future problems with your health plan benefit or other records. Review any statements you receive pertaining to your health plan benefits regularly and carefully; if you see indications of any treatment or services that you believe you did not seek or receive, call the customer service number listed below.

For More Information

The security of your personal information is important to us and we sincerely regret that this incident occurred. For more information, or if you have any questions or need additional information, please contact our call center at 1-855-694-4663.

Sincerely,

Compliance Department
Home State Health
HSHPCompliance@homestatehealth.com

Information About Identity Theft Protection Guide

Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
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1-855-694-HOME (4663)
TDD/TTY Relay: 711

HomeStateHealth.com

Phone: 1-800-685-1111 P.O. Box 740256 Atlanta, Georgia 30348 www.equifax.com	Phone: 1-888-397-3742 P.O. Box 9554 Allen, Texas 75013 www.experian.com	Phone: 1-888-909-8872 P.O. Box 105281 Atlanta, GA 30348-5281 www.transunion.com
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Free Credit Report. We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission’s (“FTC”) website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Security Freeze. Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone’s guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don’t confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

For New Mexico residents: You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit

a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act.

For Colorado and Illinois residents: You may obtain information from the credit reporting agencies and the FTC about security freezes.

Fraud Alerts. A fraud alert tells businesses that check your credit that they should check with you before opening a new account. As of September 18, 2018, when you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years.

For Colorado and Illinois residents: You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

For Maryland Residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023.

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.

For Rhode Island Residents: You may contact the Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, <http://www.riag.ri.gov>, 401-274-4400

Reporting of identity theft and obtaining a police report. You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

For Iowa residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Massachusetts residents: You have the right to obtain a police report if you are a victim of identity theft. You also have a right to file a police report and obtain a copy of it.

For Oregon residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

For Rhode Island residents: You have the right to file or obtain a police report regarding this incident.

English:

If you, or someone you're helping, has questions about Home State Health, you have the right to get help and information in your

1-855-694-HOME (4663)
TDD/TTY Relay: 711

[HomeStateHealth.com](https://www.HomeStateHealth.com)

language at no cost. American Sign Language interpreter services are available as well. To talk to an interpreter, call 1-855-694-4663 (TTY/TDD 711).

Español (Spanish):

Si usted, o alguien a quien está ayudando, tiene preguntas sobre Home State Health, usted tiene derecho a obtener ayuda e información en su idioma sin costo. También se encuentran disponibles servicios de intérprete de lenguaje americano de señas. Para hablar con un intérprete, llame al 1-855-694-4663 (TTY/TDD 711).

中文 (Chinese):

如果您，或是您正在協助的對象，有關於 Home State Health 方面的問題，您有權利免費以您的母語得到幫助和訊息。還提供美國手語口譯服務。如果要與一位翻譯員講話，請撥電話 1-855-694-4663 (TTY/TDD 711)。

Tiếng Việt (Vietnamese):

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Home State Health, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Cũng có dịch vụ thông dịch bằng Ngôn Ngữ Ra Dấu Hoa Kỳ. Để nói chuyện với một thông dịch viên, xin gọi 1-855-694-4663 (TTY/TDD 711).

Српски (Serbo-Croatian):

Ako Vi, ili neko kome pomažete, imate pitanja u vezi Home State Health, imate pravo na besplatnu pomoć i informaciju na sopstvenom

jeziku. Usluge prevodioca za američki znakovni jezik takođe su dostupne. Ukoliko želite da pričate sa prevodiocem, pozovite broj 1-855-694-4663 (TTY/TDD 711).

Deutsch (German):

Falls Sie oder jemand, dem Sie helfen, Fragen zu Home State Health hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Außerdem wird ein Dolmetscher-Service für Zeichensprache (US-Englisch) angeboten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-855-694-4663 (TTY/TDD 711) an.

العربية (Arabic):

في الحق لديك ، Home State Health حول أسئلة تساعد شخص لدى أو لديك كان إذا مترجم مع للتحدث .تكلفة أية دون من بلغتك الضرورية والمعلومات المساعدة على الحصول 4663-694-855-1 (711 TTY/TDD) ب اتصل.

한국어 (Korean):

만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Home State Health에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 수화 통역 서비스도 제공됩니다. 그렇게 통역사와 얘기하기 위해서는 1-855-694-4663 (TTY/TDD 711)로 전화하십시오.

Русский язык (Russian):

В случае возникновения у вас или у лица, которому вы помогаете,

каких-либо вопросов о программе страхования Home State Health вы имеете право получить бесплатную помощь и информацию на своем родном языке. Предоставляются также услуги переводчиков американского языка жестов. Чтобы поговорить с переводчиком, позвоните по телефону 1-855-694-4663 (TTY/TDD 711).

Français (French):

Si vous-même ou une personne que vous aidez avez des questions à propos d'Home State Health, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Des services d'interprètes en langue des signes américaine sont également à votre disposition. Pour parler à un interprète, appelez le 1-855-694-4663 (TTY/TDD 711).

Tagalog:

Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Home State Health, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika nang walang gastos. Mayroon ding serbisyo ng isang American Sign Language interpreter. Upang makausap ang isang interpreter, tumawag sa 1-855-694-4663 (TTY/TDD 711).

Pennsilfaanisch Deitsch (Pennsylvania Dutch):

Vann du, adda ebbah's du am helfa bisht, ennicchi questions hott veyyich Home State Health, dann hosht du's recht fa hilf greeya adda may aus finna diveyya in dei shprohch un's kosht nix. American Sign Language Iwwersetzer sin aa meeglich. Fa shvetza mitt ebbah diveyya, kawl 1-855-694-4663 (TTY/TDD 711).

فارسی (Persian):

دارید، Home State Health اگر شما، یا کسی که به او کمک می کنید سؤالی در مورد از این حق برخوردارید که کمک و اطلاعات را بصورت رایگان به زبان خود دریافت برای صحبت کردن با کنید. خدمات ترجمه زبان اشاره آمریکایی نیز در دسترس هستند. تماس بگیرید. (TTY/TDD 711)- 694-4663-8551 مترجم با شماره

Afaan Oromoo (Cushite):

Yoo sii ykn namaa gargaaraa jirtuu wa'ee Home State Health irra gaaffi qabaatan ta'ee gargaarsaa fi odeeffanoo afaan ketiin kaffaltii alla argachuuf mirgaa qabdaa. Akkasumas tajaajilli hiikaa afaan mallattoo qaamaa Ameerikaa dhiyaateera. Turjumaana wajiin dubadhuu, 1-855-694-4663 irra bilbilli (TTY/TDD 711).

Português (Portuguese):

Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Home State Health, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Serviços de linguagem gestual americana também estão disponíveis. Para falar com um intérprete, ligue para 1-855-694-4663 (TTY/TDD 711).

አማርኛ (Amharic):

እርስዎ ወይም እርሶዎ የሚርዱት ሰው ስለ Home State Health የጤና መርሃ ግብር ጥያቄ ካለዎት ያለምንም ወጪ በቋንቋዎ ድጋፍ እንዲሁም መረጃ የማግኘት መብት አለዎት፤ የአሜሪካ የምልክት ቋንቋ ትርጉም አገልግሎቶች እዚህም ይገኛሉ። አስተርጓሚ ለማነጋገር በ 1-855-694-4663 (TTY/TDD 711) ይደውሉ፤

Non-Discrimination Notice, Long Version:

Home State Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Home State Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Home State Health:

Provides aids and services to people with disabilities to communicate effectively with us at, no cost. Such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides language services to people whose primary language is not English, at no cost. Such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Home State Health at 1-855-694-4663 (TDD/TTY Relay: 711).

If you believe that Home State Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you may file a grievance with:

Home State Health
11720 Borman Drive
St. Louis, MO 63146
Call 1-855-694-HOME (4663), (TDD/TTY Relay: 711)
Fax 1-866-390-3581

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Home State Health is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>.