



**NIA HEALTHCARE:**

Faster results. More knowledgeable decisions. Predictably better outcomes.

These are just a few reasons our clients come to us for customized solutions that optimize health care quality and affordability. But what really sets us apart? The expertise to put your business ahead of the curve and the flexibility to keep you there. With **Magellan Health**, you benefit from industry-leading clinical, operational, and financial resources that allow us to achieve bottom-line results and guarantee multi-year cost savings. No other solution offers you more options, more insights, or more control.

**9/17/19: Important announcement for Presbyterian Health Plan members:**

On July 5 and July 12, Magellan Health's subsidiaries, National Imaging Associates, Inc. and Magellan Healthcare, Inc., respectively, discovered a potential data breach related to protected health information belonging to members of Presbyterian Health Plan (PHP) in New Mexico.

We found that an anonymous, unauthorized third party accessed the email accounts of two employees who handle member data for PHP. The unauthorized access occurred on May 28, 2019 and June 6, 2019. We immediately secured both employee email accounts and conducted a thorough investigation of all employee email accounts and all other Magellan systems. We believe that the two impacted employees may have been the target of a phishing scam and that the purpose of the unauthorized access to the email accounts was to send out email spam.

As a result of the hacking incident, member protected health information may potentially have been accessed. The two affected email accounts included health care claims information such as health plan member name, date of birth, member ID, provider name, health benefit authorization information, date(s) of service, and billing codes. These accounts also included the Social Security Number (SSN) of a small number of members and a number of providers who use their SSN as their Taxpayer Identification Number (TIN).

A third-party expert assisted in our investigation which found no evidence that protected health information has actually been accessed as a result of this incident. We also found no compromise or unauthorized intrusion into any of our other systems used to handle member or provider personal information.

We are notifying impacted members and providers of the hacking incidents. In addition, those individuals whose SSN was contained in the employee email accounts will be offered complimentary credit monitoring and identity theft protection services.

Members and providers who have questions can call a dedicated toll-free helpline at 833-959-1351. The helpline is open Monday through Friday, 7 a.m. - 7 p.m. Mountain Time. You may also visit <https://ide.myidcare.com/magellanhealthcare-nia-protect>.

As always, we are committed to safeguarding the privacy and security of health plan member protected health information. Our Information Security team has implemented enhanced security and authentication measures to protect our email system. We are updating our required yearly employee training and other educational programs to help employees keep their computers more secure. We also notified law enforcement about this hacking incident.

At Magellan Health, we take the privacy of our clients', members' and providers' information very seriously and we apologize for the inconvenience and concerns this incident has caused them.

**Our Providers**

RadMD offers providers and contracted health plans a wealth of powerful resources and information.

**Our People**

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- Quality outcomes
- Trend mitigation
- New product solutions
- Operational & service excellence

