



Mutual of Omaha Rx

802 N. Carancahua St. Suite 800
Corpus Christi, TX 78401

Three (3) Montana residents are being notified with this notice.

Date,

«Individuals_First_Name» «Individuals_Last_Name»
«Individuals_Street_Address»
«Individuals_City», «Individuals_State» «Individuals_Zip_Code»

Re: **NOTICE OF DATA BREACH - PLEASE READ CAREFULLY**

Dear «Individuals_First_Name» «Individuals_Last_Name»:

Your HealthPlan/Pharmacy Benefits Manager, Omaha Health insurance Company ("OHIC"), is providing this letter to you with specific details about a recent unauthorized release of your personal information, including protected health information (PHI), related to your Medicare Part D Prescription Drug Plan with OHIC and issued under the name of Mutual of Omaha RxSM (PDP)*. This letter is required by privacy provisions under applicable laws.

What occurred:

On June 22, 2023, OHIC was notified that one of its vendors discovered a security incident on June 21, 2023. The vendor immediately initiated an investigation that confirmed that multiple downloads had been made by an unauthorized party between May 30, 2023 and June 2, 2023.

What Data was involved:

Based on information provided to OHIC by our vendor, we have determined that the downloaded data may include your name and one or more of the following pieces of information: mailing address, email address, phone number, [date of birth], [Social Security Number], [medical claims information], [banking information], [billing information], and/or [medical treatment information].

Steps we have taken:

OHIC is working closely with the vendor to ensure systems are updated to block these activities and prevent disclosures of this nature from occurring in the future. OHIC sincerely regrets any inconvenience or concern caused by this incident and is committed to maintaining the privacy and security of your information. **We are taking this incident very seriously** and our vendor has notified law enforcement to mitigate this situation as best as possible.

Although we have no indication that your personal information has or will be misused as a result of this incident, we are offering identity theft protection services through IDX, A ZeroFox Company, the data breach and recovery services expert. IDX identity protection services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

Enrollment Code: <<XXXXXXXXXX>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://response.idx.us/notice-info>

We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling (888) 727-2311, going to <https://response.idx.us/notice-info>, or scanning the QR image and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll is 3 months from the date of this letter.

Steps you can take:

We recommend you monitor your accounts and watch for any suspicious activity. If you suspect or discover that your information has been used inappropriately, please notify your local law enforcement or consumer protection agency.

Again, we regret that this incident occurred as OHIC takes the confidentiality of its members' data very seriously. If you have any questions or learn of additional information you may visit our website at <https://response.idx.us/notice-info> or call (888) 727-2311. We have also prepared a list of frequently asked questions which you may find helpful, and which can be accessed online at <https://response.idx.us/notice-info>.

Sincerely,

Nichole Hageman
Compliance Officer

*Mutual of OmahaRx is a prescription drug plan with a Medicare contract. Enrollment in Mutual of OmahaRx depends on contract renewal.

ADDITIONAL INFORMATION

You should always remain vigilant, including by regularly reviewing your account statements and monitoring free credit reports. If you discover any suspicious or unusual activity on your accounts or suspect identity theft or fraud, be sure to report it immediately to your financial institutions.

In addition, you may contact the Federal Trade Commission (FTC) or law enforcement, including your Attorney General, to report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft. To learn more, you can go to the FTC's website, at www.consumer.gov/idtheft, or call the FTC, at (877) IDTHEFT (438-4338) or write to Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

You may also periodically obtain credit reports from each nationwide credit reporting agency. If you discover information on your credit report arising from a fraudulent transaction, you should request that the credit reporting agency delete that information from your credit report file. In addition, under the federal Fair Credit Reporting Act (FCRA), you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies regardless of whether you've experienced an identity theft incident or not. You may obtain your annual free copy of your credit report by going to www.AnnualCreditReport.com or by calling (877) 322-8228. You may contact the nationwide credit reporting agencies at:

Equifax	Experian	TransUnion
(800) 685-1111	(888) 397-3742	(888) 909-8872
P.O. Box 740241	P.O. Box 9701	Fraud Victim Assistance Division
Atlanta, GA 30374-0241	Allen, TX 75013	P.O. Box 2000

[Equifax.com/personal/](https://www.equifax.com/personal/)

[Experian.com/help](https://www.experian.com/help)

Chester, PA 19022

[credit-report-services](https://www.equifax.com/personal/credit-report-services)

[TransUnion.com/credit-help](https://www.transunion.com/credit-help)

In addition, you may obtain additional information from the FTC and the credit reporting agencies about fraud alerts and security freezes. You can add a fraud alert to your credit report file to help protect your credit information. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you, but it also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three nationwide credit reporting agencies listed above. As soon as that agency processes your fraud alert, it will notify the other two agencies, which then must also place fraud alerts in your file. In addition, you can contact the nationwide credit reporting agencies at the following numbers to place a security freeze to restrict access to your credit report:

- (1) Equifax – (800) 685-1111
- (2) Experian – (888) 397-3742
- (3) TransUnion – (888) 909-8872

You will need to supply your name, address, date of birth, Social Security number and other personal information to each credit reporting agency. After receiving your request, each credit reporting agency will send you a confirmation letter containing a unique PIN or password that you will need in order to lift or remove the freeze. You should keep the PIN or password in a safe place.