

Required Substitute Notice

Member Hotline Number: **(855) 347-6549**

April 5, 2021

Trusted Health Plans, Inc. (THP) is notifying former Trusted Health Plan Michigan members of an incident that may have exposed personal and protected health information of some former members:

Trusted Health Plans, Inc. (THP) is writing to tell you about an event that may have impacted your information. We want you to know what we are doing to protect you and how you can protect yourself.

Why Does THP Have My Information

From February 2017 until September 2019, THP owned Trusted Health Plan Michigan, which offered a Michigan Medicaid plan. As a result, your personal information associated with your Michigan Medicaid benefits is in THP's computer systems.

What Happened

On January 28, 2021, we learned that someone attacked our computer systems. They stole personal information. We informed the Federal Bureau of Investigation and started our own inquiry. We also hired an expert computer security company, CrowdStrike, to help us. We found that a foreign cybercriminal group is likely responsible.

What Information Was Stolen

The stolen information may have included personal information about you, such as your full name, address, telephone number, date of birth, Medicaid identification number and medical information. This included claims information and in limited instances clinical information. If you receive any emails from anyone stating that they have personal information, please do not click on any links or attachments that may be in the email. Please delete the emails. The links or attachments may have software in them that can harm your computer or device.

What We Are Doing

When we learned about the attack on our systems, we immediately took action to isolate the affected computers and protect personal information. We called in the expert computer security company, CrowdStrike, who assisted us in taking a series of steps designed to further protect personal information, including changing every password, monitoring for signs of data misuse, and finding out how the attack happened to avoid it from happening again. We also stopped operations that share information with our business partners.

To help protect your identity, we are offering a free two-year membership in Experian's® Identity WorksSM. This product monitors all three credit bureaus, helps detect possible misuse of your personal information and provides detection and theft resolution. This product also includes insurance and identity restoration.

To activate your membership, please follow the steps below:

- Visit <https://www.experianidworks.com/3bcredit> to enroll
- Provide your activation code: ABCDEFGHI
- Ensure that you enroll by: June 30, 2021 (your code will not work after this date)

Please do not share this information. These links and codes are only for you.

If you do not have internet access, or need assistance, please contact Experian at (855) 347-6549 and provide this engagement #: B010628 to enroll at no cost.

What You Can Do

There are other things you can do to protect yourself from identity theft. Please read the information we have attached to learn more.

For More Information

We are committed to protecting your privacy. THP will not contact you by email or phone about this event. If you receive inquiries by phone, email, text or social media that say they are about this event, they are not from us. Do not click on any links in email messages or provide any personal information in response.

If you have questions, please contact Experian at **(855) 347-6549**. You can also reach us by email at chpdcanswers@carefirst.com or by mail at THP Privacy Office, P.O. Box 14858, Lexington, KY 40512. You may also contact us directly at 202-821-1100.

You can also find enrollment information and other information about this incident at www.chpdcanswers.com.

Sincerely,

George Aloth
CEO, Trusted Health Plans, Inc.

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