

IMPORTANT NOTICE TO FLORIDA MEDICAID RECIPIENTS REGARDING SECURITY BREACH

TALLAHASSEE, Fla. – On November 15, 2017, an Agency for Health Care Administration (Agency) employee was the victim of a malicious phishing email. The Agency learned of the event on November 20, 2017 and no other Agency systems or email accounts were involved. The Agency promptly reported the event to the Inspector General, who initiated a review to identify if any protected health information was potentially accessed. The review is ongoing, and Agency leadership was notified on preliminary findings on January 2, 2018. Prior to the review, the employee changed their login credentials to stop inappropriate access. It is possible that Medicaid enrollees' full names, Medicaid ID numbers, dates of birth, address, diagnoses, medical conditions or Social Security numbers were accessed in part or full. At this time, the Agency believes it is possible that the personal information of up to 30,000 individuals may have been partially or fully accessed. Although the review is ongoing, the Agency believes that only approximately 6 percent of these individuals could be confirmed as having their Medicaid ID or Social Security numbers potentially accessed.

At this time, the Agency has no reason to believe individuals' information has been misused. However, in an abundance of caution and to help individuals detect any possible misuse of this information, we are providing a one-year membership in Experian's IdentityWorks program for those affected by the breach. This service will be free for all those who were identified. For more information, including steps one may take to protect themselves from potential harm, enrollees may call the Agency's hotline at 1-844-749-8327. **If you are writing on this event, it is imperative to include the Agency's hotline phone number in your reporting.**

The Agency takes this matter very seriously and have taken steps to protect personal information and the Agency took swift action to help prevent this type of event from happening again. The Agency has taken the following steps:

- Took immediate steps to remediate the breach and began an ongoing review of potentially impacted information;
- Conducted a full review of Agency IT data to determine the circumstances of the breach;
- Initiated new and ongoing security training to ensure proper security protocol for all employees; and
- Is exploring additional security options to protect against further breaches.

The Agency is notifying all potentially affected enrollees in accordance with state and federal law, including information on credit monitoring services. Pursuant to 45 CFR 164 and Section 501.171, Florida Statutes, this is notification that the Agency for Health Care Administration had a security breach, which affected 500 or more individuals in the state of Florida.

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