



To: Members of Molina Healthcare of New Mexico

On or around the night of April 24, 2015, the car belonging to an employee of Molina Healthcare of New Mexico (“Molina”) was burglarized, and certain contents were stolen. Among the items stolen were two paper notepads containing the Molina employee’s handwritten notes used to conduct Health Risk Assessments (HRAs) of 56 Molina members. Molina discovered this breach on April 26, 2015. Molina members may call Molina’s Member Services Department at (800) 580-2811 to find out if they were affected.

The information contained in the stolen notepads included the following PHI:

- Name, Date of Birth, Phone Number, and Address
- In the case of 19 of the affected Molina members, the PHI also included Diagnosis, Health Conditions, Medications, and Treatment Information.

This incident was reported to local law enforcement authorities. Molina and local law enforcement continue to investigate the incident in an attempt to recover the stolen property. There is no evidence to suggest the PHI in the notepads has been misused. Molina trains its employees on the secure handling and storage of PHI and has taken other steps to help make sure this does not happen again.

This breach may have put affected members at risk for identity theft. Affected members should notify the three credit bureaus listed below about the breach. Affected members should also place a fraud alert on your credit file. Affected Members can call any one of the agencies below to have a fraud alert placed on your file. A fraud alert tells creditors to call you before any new accounts are opened. A fraud alert lasts for 90 days. Affected Members can also get a free credit report from each agency. Once you get a report, look for the following information:

- Review any accounts you don’t remember opening.
- Assess requests from creditors that you don’t know about.
- Check for any medical bills that you don’t know about.
- Look at all of your personal information and make sure it is correct.

If you have any questions about a credit report, call the credit agency that sent you the report. If there is something wrong in the report, file an identity theft report with your local police or sheriff’s office. Make sure to get a copy of this report. You may also need to give a copy of this report to creditors. These steps will help you clear your records. If your credit report is OK, you should still check your credit every three (3) months for the next year. Call any of these agencies to get a report.

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
800-525-6285	888-397-3742	800-680-7289

Affected members may also want to ask for a copy of medical records from healthcare providers. It is good to have a copy that you can look at in case you ever have problems. You can also get a copy of your claims or other PHI Molina maintains on you. To get this information, call our Member Services toll-free at 800-580-2811, TTY 800-659-8331.

Out of an abundance of caution, we are also offering affected members free identity protection from AllClear ID. AllClear ID is an identity theft protection company. This protection will be valid for 1 year from the date you register. AllClear ID helps prevent and detect misuse of your personal information. AllClear ID will monitor your credit and will provide a \$1 million identity theft policy. Please enroll by September 30, 2015.

Affected members with questions or needing help, may call Member Services at 800-580-2811, TTY 800-659-8331.

Sincerely,

/s/  
Timothy C. Zevnik, CIPP/US, CIPP/G, Privacy Official  
Molina Healthcare