



April 25, 2014

IME Mail Breach – 2014 Questions and Answers

Q: What happened?

A: On February 28, 2014, the Iowa Medicaid Enterprise (IME) was notified that Medicaid patient listings addressed to medical providers were delivered to another clinic in error. That provider, Covenant Clinic, securely destroyed the patient listing. There is a low probability that any protected health information was compromised.

Q: What types of information were contained in the patient listing?

A: Listings included:

- Name
- Mailing address and phone number
- State identification number
- Medicaid managed care program

Q: How many people are impacted by this incident?

A: 862

Q: What actions did DHS take?

A: After learning about the error, IME staff investigated and found that the problem occurred during the mailing process, during either printing, stuffing, barcoding, sorting or delivery. Each of these processes is handled by a separate entity. This problem was limited to patient listings of nine providers for the Iowa Wellness Plan and MediPASS managed care programs. The patient listings were mailed between the dates of February 26 - 28, 2014.

IME has taken steps to ensure that this situation will not happen again. As of May 1, 2014, IME will no longer mail patient listings to providers. Providers will be required to download these listings from a secure web portal.

Q: What can I do to protect myself from identity theft?

A: If you received a letter and you are concerned that your personal information may be used by another person, you may request free credit reports. If you want to do this, go to www.AnnualCreditReport.com, or call toll-free 877-322-8228. You can also write to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. Your credit report will tell you if someone has stolen your identity by opening a credit card account using your name.

The three major credit bureaus and their toll-free numbers are:

- **Equifax**; 1-800-525-6285; www.equifax.com
- **Experian**; 1-888-397-3742; www.experian.com
- **TransUnion**; 1-800-680-7289; www.transunion.com

If you suspect that your identity has been stolen, please contact your local law enforcement officials or call the Attorney General's Consumer Protection Division at 515-281-5926, or toll-free at 1-888-777-4590. You may also write to the Consumer Protection Division, 1305 E. Walnut, Hoover Building, Des Moines, IA 50319, or consumer@iowa.gov. Go to: www.iowaAttorneyGeneral.org for information and brochures on both preventing and dealing with identity theft (click on "Protecting Consumers.") See also www.PrivacyRights.org and www.ftc.gov/idtheft.

Q: Should I close my credit card or other accounts?

A: Account number information was not included in the mailing

If clients who received a notice has questions, contact the **Iowa Medicaid Member Services Call Center** at 1-800-338-8366 or 515-256-4606.

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