Presbyterian Health Plan - Magellan Breach

Magellan Healthcare, Inc. ("Magellan") manages Presbyterian Health Plan ("PHP") behavioral health benefits on their behalf. They review health care services to make sure they are medically necessary and should be paid.

What Happened
On July 12th, 2019, Magellan learned that one of their employee's email accounts had been hacked by an unknown third party ("hacker") on June 6th, 2019. Magellan's Information Security team immediately took steps to lock down this employee's account and make sure no others could access it. They also immediately undertook an investigation to find out if any other email accounts were hacked. They believe that the hacker was trying to access a Magellan employee's email account to send out spam. Spam is unwanted email from unknown people. Magellan also believes he or she had no plan to view, read or do anything with the emails. They cannot say for sure that no emails were seen. While they have no proof that the hacker saw any emails, they are being extra careful and want you to know that your information was in at least one email. Members affected by this event were notified directly by Magellan in September.

What Information Was Involved
Magellan understands members may be worried about this and wants to stress that your information was likely not useful for identity theft. The emails that may have been seen had information such as:
- Your name and date of birth
- Your health plan name and member ID number
- Your doctor's name
- The date you saw the doctor
- The doctor's claim number
- Billing codes and amounts

Although this information is personal, they do not think it can be used for identity theft because it did not include:
- Social Security Number
- Credit card number
- Bank account number
- Other similar financial information

What Is Magellan Doing
Magellan understands how important it is to keep your information safe. Please know that they are taking this seriously. None of Magellan's other systems or networks was accessed. Their Information Security team has put extra protections on all accounts. They are also updating required yearly employee training and other educational programs employees keep their computers more secure. Magellan notified law enforcement about this hacking event as well.

What You Can Do
- If you received a letter, keep it in a safe place in case you need it later
- Review all mail from Magellan and PHP
- If you see something wrong in what Magellan or PHP sends you, please call 800-424-4661

Magellan has also set up a dedicated toll-free helpline with ID Experts for you at (833) 959-1351. Members can also go to https://ide.myidcare.com/magellanhealthcare-nia-protect for more information. Please call (833) 959-1351 or go to https://ide.myidcare.com/magellanhealthcare-nia-protect for assistance or for any additional questions you may have. MyIDCare representatives have been fully versed on the incident and can answer questions or concerns about it.