



December 27, 2021

Dear Medicare member:

WellCare of North Carolina received a notice from our vendor, TTEC Healthcare Solutions, Inc. (“TTEC”), that it had a cyber incident. This incident involved your information. As a precaution, this letter provides steps you can take to help protect your information. We take the privacy and security of your information very seriously. We sincerely regret any concern this may cause you.

***Why Does TTEC Have My Information***

WellCare of North Carolina used TTEC to call members and support our operations.

***What Happened***

On Oct. 27, 2021, TTEC informed WellCare of North Carolina that some of our member information was involved in a cyber incident. TTEC had the incident between March 4, 2021 and Sept. 12, 2021. During that time, an unauthorized actor viewed or downloaded our data files stored on TTEC’s systems. Upon learning of the cyber incident, TTEC instantly took measures to contain the incident. They began an investigation. They engaged cyber security firms with experience in these matters. Law enforcement was notified, and TTEC worked to support its investigation.

The forensic investigation is now complete. Your information was included in the data files involved in this incident.

***What Information Was Involved***

Your information involved in this incident included your name and one or more of the following types of information:

- Name
- Address
- Date of Birth
- Medicare ID Number
- Social Security Number

***What We Are Doing***

We have taken the following actions in response to this incident:

- Upon learning of this incident, we promptly activated our incident response plan. We analyzed the files involved in the incident so we could notify the members involved as quickly as possible.
- TTEC is working with law enforcement authorities, including the United States Federal Bureau of Investigation (FBI).

### ***What You Can Do***

Please review the steps below you can take to protect your information.

- 1) Please review the “Additional Steps You Can Take” reference guide at the end of this letter. It describes more steps you can take to help protect yourself. It includes tips from the Federal Trade Commission about identity theft protection. It details how to place a fraud alert or a security freeze on your credit file.
- 2) Keep a copy of this letter for your records. This helps in case of any potential future problems with your health plan benefit or other records. Regularly review any statements you receive pertaining to your health plan benefits. If you see indications of any treatment or services that you believe you did not receive, please contact us immediately at number listed below.

### ***For More Information***

The security of your information is important to us. We sincerely regret any inconvenience this incident may have caused you. For more information, or if you have any questions about this incident, please contact **IDX**® at 833-325-1780 (TTY 711). We are available from 9am – 9pm ET.

Sincerely,

TTEC Healthcare Solutions, Inc. (“TTEC”)/ **IDX**®

## Additional Steps You Can Take

Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
Phone: 1-800-685-1111 P.O. Box 740256 Atlanta, Georgia 30348 www.equifax.com	Phone: 1-888-397-3742 P.O. Box 9554 Allen, Texas 75013 www.experian.com	Phone: 1-888-909-8872 P.O. Box 105281 Atlanta, GA 30348-5281 www.transunion.com

**Free Credit Report.** We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don't confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address,

**Fraud Alerts.** A fraud alert tells businesses that check your credit that they should check with you before opening a new account. As of September 18, 2018, when you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226.

**Reporting of identity theft and obtaining a police report.** You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.