

<Logo<sup>P1</sup>>  
<Enrollment\_Address2<sup>115</sup>>

<Print Date<sup>54</sup>>

<First\_Name<sup>3</sup>> <Last\_Name<sup>5</sup>>  
<Address 1<sup>6</sup>>  
<Address 2<sup>7</sup>>  
<City<sup>8</sup>> <State<sup>9</sup>> <Zip Code<sup>10</sup>>may

‘PCCMLR’ Privacy Compliance Credit Monitoring Letter
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Dear <First\_Name<sup>3</sup>> <Last\_Name<sup>5</sup>>:

We are writing to inform you of a possible security incident that may have involved some of your personal health information.

We have learned that a drug recall letter contained another member's name in the letter. This occurred on 05/18/2020. After conducting an investigation, we determined that items that contained personal health information about you included your name and a medication name.

New letters were mailed with the corrected information.

WellCare is continuing to investigate this incident.

Your privacy is important to us at WellCare. At this point, nothing suggests that your personal information has been misused. Nevertheless, we are offering you one year of free credit monitoring. You may begin your year of credit monitoring by calling <Credit\_Monitor\_Cust\_Serv<sup>60</sup>>, or by visiting the following website and entering the code below:

Identity restoration assistance is immediately available to you. We also encourage you to activate the fraud detection tools available through Experian IdentityWorks<sup>SM</sup> as a complimentary one year membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information please follow the steps below:

Experian IdentityWorks Website: <Credit Monitor URL>  
Your Activation Code: <Activation\_Code\_Number<sup>58</sup>>  
Enrollment End Date: <End Date>

If you have questions or need an alternative to enrolling online, please call <Credit\_Monitor\_Cust\_Serv<sup>60</sup>>, and provide engagement #: <Engagement Number<sup>64</sup>>.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts;

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assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this offer is available to you for one year from the date of this letter and does not require any action on your part at this time.

The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

### **ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:**

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at sign-up:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian<sup>TM</sup>, Equifax<sup>®</sup> and TransUnion<sup>®</sup> files for indicators of fraud.
- **Identity Restoration:** Identity restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You receive the same high-level of identity restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance<sup>\*\*</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**What you can do to protect your information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for this information.

We also encourage you to take the following steps to reduce the likelihood of identity theft or fraud:

- Review credit card bills.
- Review other financial account information, including bank account and savings statements.
- Watch your accounts for activity that you may not have authorized.
- Contact the place where you have the account immediately if you notice any unauthorized activity or transactions.

If you get any written request or email request claiming to be from <WellCare/'Ohana/Easy Choice> that looks suspicious, please call us at the telephone number below. After a security incident, some criminals seek to fraudulently get personal information from people by claiming

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to be the business that experienced the incident. **Do NOT respond to any email requests from entities asking for your personal information in relation to this incident.**

In response to this incident, we are reviewing our processes and taking other steps to keep something like this from happening again. We regret this occurrence and any inconvenience this incident may have caused you. If you have questions about this matter, please contact us at **1-888-240-4946**.

Sincerely,

A handwritten signature in cursive script that reads "Scott Zinna".

Scott Zinna  
Director, Privacy and Information Governance

Credit Bureau Information

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### Fraud Alert and Credit Freeze Information

You can add a fraud alert to your credit report file to help protect your credit information. A fraud alert can make it more difficult for someone to get credit in your name. A fraud alert tells creditors to follow certain procedures to protect you. However, it may delay your ability to obtain credit.

To place a fraud alert on your credit report file, you can contact one of the three credit bureau agencies listed below. As soon as the credit bureau processes the fraud alert, they will notify the two credit bureau agencies, which will also place the fraud alerts on your file with them.

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
P.O. Box 740241 Atlanta, GA 30374-0241	P.O. Box 9532 Allen, TX 75013	P.O. Box 2000 Chester, PA 19022
<b>1-800-685-1111</b> <b>Equifax.com</b>	<b>1-888-397-3742</b> <b>Experian.com</b>	<b>1-800-916-8800</b> <b>Transunion.com</b>

Additionally, you can go to the credit bureau links to determine if and how you can place a security freeze on your credit report to prohibit a credit bureau from releasing information from your credit report without your prior written authorization.

**Equifax** - [https://help.equifax.com/app/answers/detail/a\\_id/159/related/1](https://help.equifax.com/app/answers/detail/a_id/159/related/1)

**Experian** - [https://www.experian.com/consumer/security\\_freeze.html](https://www.experian.com/consumer/security_freeze.html)

**TransUnion** - <https://www.transunion.com/personal-credit/credit-disputes/credit-freezes.page>

You can obtain additional information from the Federal Trade Commission (FTC) about fraud alerts, identity theft, and security freezes at their website:  
<https://www.consumer.ftc.gov/topics/privacy-identity>

### For Maryland and North Carolina Residents

The information can be obtained from these sources about preventing identity theft.

<b>FTC</b>	<b>Maryland</b>	<b>North Carolina</b>
Federal Trade Commission 600 Pennsylvania Avenue NW Washington, DC 20580	Consumer Protection Division Maryland Office of the Attorney General 200 St. Paul Place Baltimore, MD 21202	Attorney General's Office 9001 Mail Service Center Raleigh, NC 27699-9001
<b>1-877-ID-THEFT</b> <b>www.ftc.gov</b>	<b>1-410-528-8662</b> <b>Oag.state.md.us/idtheft/index.htm</b>	<b>1-919-716-6400</b> <b>http://www.ncdoj.gov/Crime.aspx</b>