

Important announcement for Magellan Complete Care of Florida members:

November 13, 2019 - A company that Magellan Complete Care of Florida (MCC of FL) uses to review the Medicaid coverage for our members' drugs had a security breach. On July 5, 2019, this company, Magellan Rx, learned that an unknown person may have gotten into an employee's email account. This event happened between May 28, 2019 and July 5, 2019. Magellan Rx told us about this on September 16, 2019.

We believe that the hacker was trying to get into the employee's email account to send out spam. Spam is unwanted email from unknown people. We also believe the person had no plan to view, read or do anything with the emails.

We cannot say for sure that no emails were seen. While we have no proof that the hacker saw any emails, we are being extra careful. We want our members to know that their information may have been in at least one email in the employee's email account that was hacked. If it was, those members will get a letter from us with more information.

We understand our members may be worried about this. We want to stress that the information was likely not used for identity theft. The emails that may have been seen had information such as:

- Name
- Address
- Medicaid number
- Name of medicine

Although this information is personal, we do not think it can be used for identity theft because it did not include members':

- Social Security number
- Date of birth
- Credit card number
- Bank account number
- Other information about money

What we are doing

As soon as Magellan Rx found out about this concern, they:

- Started an investigation
- Reset the password of the affected employee account
- Started working with a special computer data company to find out how big the problem was
- Started looking into ways to make our security better

What members can do

Members whose information may have been accessed will get a letter and should:

- Read it carefully
- Review all mail from MCC of FL or Magellan Rx
- Check all mail for things that don't look right
- If something from MCC of FL or Magellan Rx looks wrong, report it to us right away

Please call us with any questions at (833) 959-1351.