



### **Background**

Humana is providing notice of an event that involves protected health information. We are providing information about the event, our response to it, and steps our members can take to protect themselves, should individuals feel it appropriate to do so.

### **What Happened?**

As part of an ongoing investigation, Humana became aware that individuals not affiliated with Humana were contacting Humana Customer Service, attempting to obtain member information and gain access to Humana.com, Centerwellpharmacy.com and/or Go365.com online accounts, for the purpose of fraudulently submitting Over the Counter (OTC) benefits and/or redeeming Go365 rewards for gift cards.

### **What Information Was Involved?**

The information included Humana ID number, Plan effective and end dates, and Humana online account username.

### **What is Humana Doing?**

Humana has policies in place to maintain the privacy of our members' information. We monitor for suspicious activity and have trained call center employees to be aware of suspicious calls. Humana is also working with Equifax to provide two years of free credit monitoring for affected members.

### **What Individuals Can Do**

Humana advises affected members to change their password and security questions for their accounts on CenterwellPharmacy.com, Humana.com and Go365.com, if applicable. Members are also advised not to use the same username, password or security question for all of their online accounts.

Members should watch their account statements and medical records for any unusual activity. We encourage our members to contact Humana's Privacy Office immediately if they find unfamiliar activity on the statements that they receive from Humana.

### **For More Information**

Members should contact Humana Customer Support by calling the number on the back of their Humana identification card or by telephone at **800-457-4708, Monday – Friday, 8 a.m. – 8 p.m., Eastern time**. If members have a speech or hearing impairment and use a TTY, they can call **800-648-6056**.

### **Media Contact:**

Mark Taylor - Humana Corporate Communications; (317) 753-0345; [MTaylor108@humana.com](mailto:MTaylor108@humana.com)