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FirstCarolinaCare Vendor Breach Notice

FirstCarolinaCare is deeply committed to protecting the security and confidentiality of our members' information.

On Dec. 20, 2023, FirstCarolinaCare was notified that a subcontractor (Keenan) of a vendor (Ontrak) noticed a disruption on some of their network servers on Aug. 27, 2023. Keenan immediately began an investigation and as a precaution disconnected its network to contain the suspicious activity. The forensic investigation determined an unauthorized party gained access to certain records. On Jan. 10, 2024, FirstCarolinaCare received a report of potential members this incident affected. Between Jan. 10 and Jan. 23, FirstCarolinaCare reviewed the data to match the records to members in our system and determined information included in these records did impact some of our members. The information included member name, address, member number, date of birth, health coverage information, and, in some cases, social security number.

FirstCarolinaCare encourages members to monitor statements from FirstCarolinaCare and your healthcare providers and contact us should you see services you do not recognize.

Keenan is offering a complimentary 24-month membership in Experian® IdentityWorksSM Credit 3B to individuals affected by this incident. For more information on IdentityWorks, including instructions on how to activate your complimentary membership and additional steps you may take to help protect your information, contact Keenan for support at (833) 804-0859.

Please know that anyone may request a copy of their credit report once per year at no cost and receive information about fraud alerts and security freezes via the official Federal Trade Commission website found at [fccwww.annualcreditreport.com](http://www.annualcreditreport.com) or by calling (877) 322-8228. You may also complete a request form at www.annualcreditreport.com/manualrequestform.action, and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

The major reporting agencies can be contacted individually at:

Equifax P.O. Box 740241 Atlanta, GA 303741 Ph. (800) 685-1111

Experian P.O. Box 4500 Allen, TX 75013 Ph. (888) 397-3742

TransUnion P.O. Box 2000 Chester, PA 19016-2000 Ph. (800) 916-8800

We deeply regret any inconvenience and concern this may cause for our members. For more information, please call Keenan at (833) 804-0859, Monday through Friday, between 6 a.m. and 6 p.m. Pacific Time. Members can also contact a FirstCarolinaCare representative at (877) 210-9167, daily from 8 a.m. to 8 p.m. local time.

We prioritize the privacy and security of our members and value the trust you place in us. FirstCarolinaCare and its vendors seek to ensure systems are safe and not vulnerable to outside entities,



however these threat actors are continually finding advanced ways to infiltrate systems. We deeply regret any inconvenience and concern this may cause for our members.