

## **Notice Provided Under Federal and State Regulations**

Rocky Mountain Health Plans (RMHP) has provided notice to some individuals, in accordance with federal and state regulations.

### **What Happened**

On August 7, 2019, the company was made aware of a processing error by eviCore healthcare, an organization that reviews preauthorization requests for certain health care services on behalf of RMHP. This issue resulted in preauthorization for services letter(s) from previous years being erroneously recreated and resent to some individuals and their health care provider(s) to the contact information on file at the time, which may be outdated. The information that was in the document included individuals' first and last name, mailing address, RMHP member record number, date of birth, and information regarding the services (procedure codes, requesting provider, date of service, place of service). The letter and provider notice did not include Social Security Number, financial information, or diagnosis information. While the company does not have evidence that personal information has been compromised or misused, out of an abundance of caution, individuals for whom RMHP has current contact information that may have been affected by this issue were directly notified by mail on Sept. 6, 2019.

### **Actions**

Upon discovery, the company took prompt action to investigate the matter with eviCore healthcare and determined it was an isolated incident, which was immediately addressed. The company is committed to protecting the privacy and security of its members' personal information and has taken measures, including reinforcing existing policies and practices with eviCore healthcare and evaluating additional technical safeguards to help prevent a similar incident from occurring in the future.

### **Support for Affected Individuals**

The company deeply regrets this incident and any inconvenience or concern it may cause anyone. As a precaution, it recommends affected individuals regularly monitor their account statements and documentation concerning their health care to check for any unfamiliar activity. If any suspicious activity is observed, individuals should contact their health plan immediately.

A Customer Service team is available to answer any questions about the incident. Call 800-843-0719 (TTY: 711) or email [customer\\_service@rmhp.org](mailto:customer_service@rmhp.org). Hours are 8:00 a.m. - 5:00 p.m., Monday - Friday.

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