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**FOR IMMEDIATE RELEASE**

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**HSD encourages Medicaid Presbyterian Health Plan members to review their statements and  
Contact their health plan or provider immediately if there is any suspicious activity**

Santa Fe, N.M. – The Human Services Department (HSD) was notified today by Presbyterian that on June 6, 2019, Presbyterian discovered anonymous, unauthorized access gained through a deceptive email to some of Presbyterian's workforce members around May 9, 2019. HSD takes the privacy and security of client information seriously. As a steward of our Medicaid members' information, we are working with leadership at Presbyterian Health Plan to protect any information that may have been compromised. We encourage Medicaid members who have received health care services through a Presbyterian provider and/or have been a Presbyterian Health Plan member to review their statements carefully and contact Presbyterian Health Plan if they have any questions or concerns Monday through Friday, 7:00 a.m. to 7:00 p.m. Mountain Time at: (833) 297-6405.

Medicaid clients that have received health care services through a Presbyterian provider and/or have been a Presbyterian Health Plan member may also contact HSD at (800) 283-4465 with any questions they may have.

Presbyterian believes that the unauthorized access to these email accounts was part of a scam or deceptive email trying to get information, known as "phishing." These email accounts included member's name and social security number and might have contained date of birth, clinical and/or health insurance information. Presbyterian is sending letters to all members whose information may have been compromised.

Presbyterian also recommends that members review their statements from their health plan or their health care providers regarding health care services. If members see any service that they believe they did not receive, please contact the health plan or provider immediately.

In addition, at no cost to Presbyterian members, Presbyterian is offering identity theft protection services through ID Experts® to provide members with MyIDCare™. MyIDCare services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, MyIDCare will help members resolve issues if their identity is compromised.

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