

## Substitute Notice

Our vendor, Conduent (Conduent Business Services), reported they were the victim of a security breach earlier this year. Conduent had our member information because they help us with printing and mailing for your health plan. Conduent began mailing letters to our affected members on 12/31/2025.

The information may have included: first and last name, date of birth, health insurance ID number, patient ID number (assigned by provider), treatment cost, group policy number, and in some cases, Social Security Number. This information is called personal information or protected health information (PHI). It tells others about you and is part of your identity. Please note that not all data was affected for all people.

Most affected people have been or will be notified directly about this breach. However, there is a small number of people we cannot reach directly, for whom we are providing this substitute notice.

For more information, please visit <https://www.conduent.com/notice-2912605/>.

Should you have any questions or concerns, please call toll-free at (855) 291-2605, Monday through Friday, between:

### **Eastern Time (ET)**

- 9:00 a.m. – 9:00 p.m.

### **Central Time (CT)**

- 8:00 a.m. – 8:00 p.m.

### **Mountain Time (MT)**

- 7:00 a.m. – 7:00 p.m.

### **Pacific Time (PT)**

- 6:00 a.m. – 6:00 p.m.

