

HIPAA Notice of Release of Personal Information

Integra Managed Long Term Care (MLTC) takes the protection and security of our 29,000 members' personal information very seriously.

We learned that due to an error at our mailing company, a very small percentage of Integra members (644 members) had their monthly Medicaid Surplus Statement enclosed in a mailing to a different Integra member.

The information which is regularly printed on these statements is limited to member name, address, Integra ID number (which is not the same as a Medicaid ID number) and surplus owed. No other critical identifying information, such as date of birth or Social Security number, was printed on these statements.

Those 644 members were mailed a letter about the error with information on steps they may wish to take to closely monitor and protect their identity (see below). If you have not received this letter by now then most likely your information was not subject to the mailing error; however if you wish to verify this fact you may call: 855-661-0002 (TTY: 711)

Integra accepts full responsibility for this error and we have worked with our mailing company to make sure that something like this does not happen again.

Do I need to do anything to protect my identity?

Integra has no reason to believe that anybody's personal information has been misused. However, if you are concerned about identity theft you can place a fraud alert on your credit files. This can help prevent an identity thief from opening additional accounts in your name. As soon as the credit bureau confirms your fraud alert, the other two credit bureaus will automatically be notified to place alerts on your credit report, and all three bureaus will provide you a copy of your credit report free of charge.

Three credit bureaus listed in the letter are:

Equifax
(866) 349-5191
www.equifax.com

Experian
(888) 397-3742
www.experian.com

TransUnion
(800) 888-4213
www.transunion.com