



## NEWS RELEASE

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### **Magellan Rx Management Statement Regarding Security Incident** ***Potential impact to TennCare plan members***

**Phoenix, Ariz. – November 8, 2019–** [Magellan Health, Inc.](#) (NASDAQ: MGLN) today announced that its subsidiary, Magellan Rx Management, discovered that an anonymous, unauthorized third party accessed the email account of one employee who handles member data for The Division of TennCare, Tennessee’s Medicaid agency.

The Company learned of the incident on July 5, 2019 in which unauthorized access to the employee’s email account occurred on May 28, 2019. On September 10, 2019, TennCare data was determined to have been impacted by the incident and TennCare was notified on September 11, 2019. The Company immediately secured the employee’s email account and conducted a thorough investigation of all email accounts and all other Magellan systems.

The Company believes the employee may have been the target of a phishing scam and that the purpose of the unauthorized access to the email account was to send out email spam.

As a result, member protected health information may potentially have been accessed. The affected email account included information such as member name, member Social Security number, member ID, health plan name, provider name, and drug name.

A third-party expert assisted in the investigation, which found no evidence that the hackers actually accessed, viewed or attempted to use the information in the employee’s email account. It also found no compromise or unauthorized intrusion into any other Company systems containing member personal information.

The Company is notifying impacted members of the incident and offering credit monitoring services through ID Experts. Individuals who have questions can call the toll-free number at 833-959-1351 which is available Monday through Friday, 9a.m. - 9 p.m. Eastern Time. The website is <https://ide.myidcare.com/magellanhealthcare-nia-protect>.

Magellan Health is committed to safeguarding the privacy and security of health plan member information and takes this matter very seriously. The Company notified law enforcement about this incident, implemented enhanced security and authentication measures to further protect its email system, and is updating mandatory training to help employees keep their computers more secure.

**About Magellan Health:** [Magellan Health, Inc.](#), a Fortune 500 company, is a leader in managing the fastest growing, most complex areas of health, including special populations, complete pharmacy benefits and other specialty areas of healthcare. Magellan supports innovative ways of accessing better health through technology, while remaining focused on the critical personal relationships that are necessary to achieve a healthy, vibrant life. Magellan's clients include health plans and other managed care organizations, employers, labor unions, various military and governmental agencies and third-party administrators. For more information, visit [MagellanHealth.com](http://MagellanHealth.com).