

NEWS RELEASE

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Magellan Rx Management Provides Notice of a Former Vendor's Data Security Incident

FRISCO, Texas – September 26, 2022 – Magellan Rx Management (MRx), a subsidiary of Magellan Health Inc., is notifying members of TennCare who received pharmacy benefit services through Magellan of a data security incident.

MRx provides healthcare delivery and pharmacy management services to customers including health plans, managed care organizations, and other third-party administrators. On July 25, 2022 NorthStar Healthcare Consulting (“NorthStar”), a former vendor of MRx, informed MRx that NorthStar was the victim of a data security incident. MRx had engaged NorthStar in the past to provide auditing services on its behalf. To perform these services, MRx furnished limited personal information to NorthStar to the extent necessary to complete the audit.

NorthStar's investigation revealed that between February 5, 2022 and April 17, 2022, an unauthorized actor compromised a single NorthStar employee's email account, which contained personal information of certain individuals enrolled in health plans serviced by MRx. There is no indication that any personal information has been, or will be, misused.

MRx is continuing to communicate with NorthStar to receive updates regarding NorthStar's investigation of the incident. Although NorthStar is no longer an MRx vendor, MRx has processes in place to ensure that its vendors safeguard personal information within their possession.

Individuals potentially affected by this incident will need to call 833-575-2860 to determine if they were affected by this data breach. The call center is available Monday through Friday from 8:00 am – 10:00 pm Central, or Saturday and Sunday from 10:00 am – 7:00 pm Central (excluding major US holidays).

About Magellan Health: [Magellan Health, Inc.](https://www.MagellanHealth.com) 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 customers 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](https://www.MagellanHealth.com).

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