

MCNA Insurance Company
FAQs for IDX Hosted Website – May 26 Update

1. What happened?

On March 6, 2023, MCNA Insurance Company (“MCNA”) became aware of certain activity in our computer system that happened without our permission. We quickly took steps to stop that activity. We began an investigation right away. A special team was hired to help us. We learned a criminal was able to see and take copies of some information in our computer system between February 26, 2023 and March 7, 2023.

2. Was I impacted by this event?

Letters have been sent to those individuals whose personal information may have been involved and for whom there was sufficient contact information. If you received a notification letter, then some of your personal information may have been impacted. If you have not received a letter, it is possible that the letter has not yet arrived. It is also possible that your personal information was not involved in this event. In the event you do not receive a notice but think your data may have been impacted, please call toll-free 1-888-220-5006 for additional information.

3. When did the event occur?

The event occurred between February 26, 2023 and March 7, 2023.

4. Why am I only now being contacted?

Cybersecurity investigations and data review are very complicated and take time. It was important that a thorough investigation into the matter took place to confirm what happened, and identify those individuals who may have been impacted.

5. Why does MCNA have my information?

MCNA has a dental plan that works with state Medicaid agencies and the Children’s Health Insurance Program. If you received a letter, it appears you received services at one of our locations or you serve as the parent or guarantor for an individual who received such services. Or, you may be a health care provider to those members or an employee of MCNA.

6. What steps were taken when the event was discovered?

As soon as the event was discovered, a forensic investigation was immediately launched. Law enforcement was contacted. MCNA is also making their computer systems stronger than before so this event does not happen again.

7. What kind of information was exposed in this event?

Personal information involved in this incident may have included one or more of the following elements: (1) demographic information to identify and contact the individual, such as full name, date of birth, address, telephone and email; (2) Social Security number; (3) driver’s license number or government-issued identification number; (4) health insurance information, such as name of plan/insurer/government payor, member/Medicaid/Medicare ID number, plan and/or group number; (5) information regarding dental/orthodontic care; and (6) billing and claims information, such as account statements and/or claim

status, appeals, and reviews. For some individuals, one or more of these data elements regarding the member's parent, guardian, or guarantor may also have been involved. **Not all data elements were involved for all individuals.**

8. What is being done to prevent similar events from happening in the future?

MCNA takes the security of personal information seriously. As soon as the event was discovered, a forensic investigation was launched. Law enforcement was contacted. MCNA is also making their computer systems stronger than before so this event does not happen again.

9. Are credit monitoring services available?

Yes, we are offering free credit monitoring and identity protection services through IDX for all individuals whose information may have been impacted in this event. For more information about these services and instructions on how to activate the membership, please follow the steps included in the letter sent to you or [click here](#).

10. What steps can I take to protect myself?

The Reference Guide enclosed with your letter contains additional information on general steps you can take to monitor and help safeguard your personal information. If you believe you are the victim of a crime, you can contact your local law enforcement authorities and file a police report. The Reference Guide is also accessible in the section labeled Additional Resources which is located at the top of this website.

11. I received a letter in the mail. Is this fraudulent, a scam or a real incident?

Federal and state laws require notices to be provided to impacted individuals, including via letter. This event did occur and thus the information and resources identified within the notice letter are being provided. You are encouraged to carefully review the Reference Guide included in your notification letter for more information on general steps you can take to monitor and help safeguard your personal information. Please call toll-free 1-888-220-5006 if you have further questions or would like additional information.

12. Who can I call if I have questions?

Please call toll-free 1-888-220-5006 to ask questions and learn additional information. This call center is open from 9 a.m. to 9 p.m. Eastern Time, Monday through Friday, excluding major U.S. holidays.