

December 26, 2025

## **Alert: Some of your information was viewed without permission**

Jackson Care Connect cares about your privacy. We work hard to keep your information safe and keep you informed. We are writing to tell you about a data breach with your personal information.

### **What happened?**

On October 27, 2025, we learned that one or more people looked at your information without permission.

The data they may have seen includes:

- First and last name
- Date of birth
- Health plan information
- Medicaid ID number
- Medicare ID number (if you have one)
- Primary care provider office

### **They did not view your Social Security number or financial information.**

Some of your information may have been used to create fake insurance claims. We do not know if your information was used to create these claims.

We do not bill you for any covered health care services. You will not receive a bill even if your data was used to create a fake insurance claim.

We are taking this event very seriously and have told law enforcement. To make sure this does not happen again we have:

- Investigated and fixed the issue.
- Changed how this information can be viewed.
- Re-trained staff.

**What can you do?**

You may get a letter from us that lists health care services you should have received. If you get this letter, please review it and tell us if any of the services were not provided to you.

We do not believe anyone can open financial accounts using your information. To be safe, we recommend that you look at your accounts for fraudulent activity. You can ask for free copies of your credit report every 12 months. To ask for a copy, go online to <https://annualcreditreport.com>. You can call the toll-free number 877-322-8228. You can also call the credit agencies listed below.

<b>TransUnion</b> P.O. Box 1000 Chester, PA 19016 877-322-8228 <a href="https://transunion.com">transunion.com</a>	<b>Experian</b> P.O. Box 9532 Allen, TX 75013 888-397-3742 <a href="https://experian.com">experian.com</a>	<b>Equifax</b> P.O. Box 740241 Atlanta, GA 30374-0241 866-349-5191 <a href="https://equifax.com">equifax.com</a>
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**Questions? Ask us.**

Please contact us if you have any questions. Call toll free 888-367-0355 from 9am to 9pm Eastern Time, Monday through Friday, excluding major U.S. holidays.

Sincerely,  
Privacy and Security Team  
Jackson Care Connect