

Re: Unauthorized access to Sendero's Remote Server

Dear: Past and Present Sendero Provider

On October 1, 2012 we discovered that someone from outside the United States accessed a remote server where we keep our provider demographic information. The access was unauthorized and illegal under Texas and Federal law. We believe that the perpetrator used the server to run malicious programs from within the U.S. and did not access any information residing there. Perpetrators typically do this for the purposes of sending spam or other fraudulent communications from within the U.S. However, we cannot confirm that individual files were not accessed when the perpetrator had control of the server.

Provider information contained in the files on this server includes provider name, tax ID number, social security number and NPI number.

At Sendero Health Plans we take privacy and security very seriously. Under Texas Business and Commerce Code Sec. 521.052. BUSINESS DUTY TO PROTECT SENSITIVE PERSONAL INFORMATION. (a) A business shall implement and maintain reasonable procedures, including taking any appropriate corrective action, to protect from unlawful use or disclosure any sensitive personal information collected or maintained by the business in the regular course of business. We have conducted an analysis of our computer system to determine how this incident occurred and have implemented additional security measures in an effort to prevent unauthorized access in the future.

Your information was contained in a file that is stored on this server. We sincerely apologize for this incident. In an effort to proactively address any concern you may have, we have contracted with TrustedID to provide you identity theft coverage and credit monitoring for the next 12 months.

Upon receipt of this letter you may contact TrustedID at 1-888-548-7878 or at <https://www.trustedid.com/registration.php?promoRefCode=SENDOCTIDA> to obtain coverage at our expense. Please use the code SENDOCTIDA to begin your monitoring process.

If you have any questions about this incident please contact Sendero directly at 1-855-526-7388.

Respectfully,

Sendero Health Plans