

Notice of Data Breach

Background

Humana is providing notice of an event that involves protected health information. Currently, there is no indication that information has been misused because of this event. We are providing information about the event, our response to it, and steps our members can take to further protect themselves, should they feel it appropriate to do so.

What Happened?

On December 9, 2024, TailorCare, a company that works with Humana, was made aware that, due to an inadvertent clerical mistake by an employee of a subcontractor engaged by TailorCare, Lellyett & Rogers, Co. (L&R), letters mailed on December 3 and December 9, 2024 were placed in envelopes that were addressed to individuals other than the intended recipients. This error led to letters containing personal information being sent to incorrect recipients.

What Information Was Involved?

The only specific information relating to individuals was the name and address printed in the letter. The letters broadly referenced joint, back, and muscle pain, but did not contain any information concerning the medical condition or treatment of any individual. No financial information or Social Security numbers were disclosed.

What are Humana and TailorCare Doing?

Humana and TailorCare have policies in place to maintain the privacy of our members' information. When the matter was brought to its attention, TailorCare immediately investigated and identified the cause of the error and worked with L&R to correct the issue, and to prevent any similar errors from occurring in the future.

What Individuals Can Do

We are not aware of any misuse of this information, and the nature of the information is not likely to be sufficient to facilitate fraud or identity theft. We encourage our members to always remain vigilant and notify TailorCare if they receive unsolicited promotions for pain management-related services or equipment or find unfamiliar activity on the statements they receive from Humana.

For More Information

Members can contact TailorCare Customer Support with any questions regarding this incident by telephone at **800-816-2484, Monday - Friday, from 9:00 a.m. - 5:00 p.m. Eastern Time**, or by email at info@TailorCare.com. If members have a speech or hearing impairment and use a TTY, they can call **800-648-6056**.