

FREQUENTLY ASKED QUESTIONS

1. What happened?

On December 11, 2009, two company laptop computers were stolen from one of our corporate buildings in Gainesville, Florida. We promptly reported the theft to law enforcement authorities and began an investigation. We notified some of our current and former members that, as a result of the theft, there was a possible compromise of their information, including names, addresses, dates of birth, Social Security numbers and health-related information. We have no evidence that the information has been misused as a result of this theft. As our investigation progressed, we learned that more individuals' information also may have been affected. We are notifying this additional population of affected individuals.

2. What information was on the laptops? Could someone use the information to commit identity theft?

The information on the laptops included the following: names, contact information (such as address, phone and fax numbers and email addresses), Social Security numbers, dates of birth, member ID numbers, Medicaid and Medicare ID numbers, and health-related information (such as diagnosis information, medical procedure and prescription information, hospital admission information and medical records numbers). Not all of this information was on the laptops for each affected individual. AvMed has no evidence that the information has been misused as a result of this incident, and believes the risk of identity theft is very low.

3. Were all the notification letters sent at the same time?

Based on our initial investigation, we notified some of our current and former members in February 2010. As our investigation progressed, we learned that the information of additional individuals also may have been affected. With the help of outside forensics experts, we identified the people in this additional population and are sending them notification letters by mail.

4. I am an AvMed member, but I didn't get a letter. Was my information affected?

The laptops did not contain information on all AvMed members and we believe this situation affects a defined group of individuals. Individuals who may have been affected by this incident are being notified by mail. If you think you may be affected or have other questions, you may call 877-441-3004, Monday through Saturday, 10:00 a.m. to 8:00 p.m. EDT, for more information. TTY users should call 877-442-8633.

5. Why did I receive two letters?

We are striving to eliminate any duplicate notices being sent as a result of our further analysis and have engaged in a thorough de-duplication process. Although we do not intend to send more than one letter to each affected individual, the possibility remains that individuals may receive additional notices.

6. Why is the notification process taking so long?

AvMed regrets any inconvenience caused by the delay in notifying certain individuals. AvMed engaged outside forensics experts to help identify additional individuals whose information may have been affected, and to help determine that all affected individuals have been identified. It has taken a significant amount of time to recover, sort and analyze the data and to associate that data with contact information for affected individuals.

7. What is AvMed doing to help affected individuals?

AvMed has arranged to provide two years of identity protection under the Debix Identity Protection Network at no cost to individuals who receive a notification letter from AvMed. Those individuals must register using the activation code supplied in the letter by October 15, 2010, either online at www.debix.com/AvMed, or by calling 877-441-3004, Monday through Saturday, 10:00 a.m. to 8:00 p.m. EDT. TTY users should call 877-442-8633.

8. What if I have trouble registering for identity protection online?

Assistance with the registration process is available by calling our toll-free hotline at 877-441-3004, Monday through Saturday, 10:00 a.m. to 8:00 p.m. EDT.

9. What if my child's information was affected?

AvMed is notifying affected individuals and their dependents by mail. Each affected individual should receive a letter. The letter contains information on steps affected individuals may take to help protect themselves, including information on how to register for identity protection services. If the individual who receives a letter is under the age of eighteen, AvMed has arranged to provide two years of identity protection services with Debix ChildScan. The deadline for registration for the service is October 15, 2010. Using the activation code supplied in the letter, you can enroll your child online at www.debix.com/AvMed, or you may call 877-441-3004, Monday through Saturday, 10:00 a.m. to 8:00 p.m. EDT, for more information.

10. I heard that some employees at my workplace may have been affected by the laptop theft at AvMed. How do I know if my information was involved?

Affected individuals are being notified by mail with information on steps they may take to help protect themselves. If you think you may be affected or have other questions, you may call 877-441-3004, Monday through Saturday, 10:00 a.m. to 8:00 p.m. EDT, for more information. TTY users should call 877-442-8633.

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