



News Release

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CALVIVA HEALTH IDENTIFICATION CARDS SENT TO MEMBERS' FORMER ADDRESSES

FRESNO, July 02, 2013 – CalViva Health today announced that on May 16, 2013, Health Net (CalViva's business associate) notified CalViva Health that on May 3, 2013, Health Net learned that some member identification cards were inadvertently mailed to members' former addresses, due to a programming error. This incident has been diligently investigated and the California Department of Health Care Services is working closely with Health Net and CalViva Health.

The mailings occurred in April and May 2013, as part of a recent program transition of CalViva Health's Medi-Cal members. The information on the identification cards **did not include Social Security numbers**, or any financial or medical information. The cards included only the member's name, date of enrollment in CalViva Health, date of issue, plan and Medi-Cal identification number and the name, address and phone number of the primary care physician. The programming error has been corrected to help ensure that subsequent mailings are not affected.

CalViva Health is in the process of notifying affected members about this error. In addition, CalViva Health has notified the appropriate governmental authorities within the required time frames.

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CalViva Health has established a call center to answer affected members' questions. The toll free call center number is 1-855-398-6441 and is available Monday through Saturday between 6 a.m. and 6 p.m. Pacific Time.

"CalViva Health takes their members' privacy seriously," says Mary Beth Corrado, Chief Compliance Officer "and we have taken steps to help prevent a recurrence of this situation."

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