



VIVA HEALTH Substitute Breach Notice

VIVA HEALTH values the trust our customers place in us, and we are committed to keeping our valued customers' protected health information (PHI) secure.

We are posting this notice, in addition to the letters already sent to affected customers, to provide information about an incident involving certain VIVA Medicare customers' protected health information (PHI). On August 27, 2025, VIVA HEALTH identified a file on our website that contained limited PHI. The file was posted from June 14, 2025, to August 27, 2025. Once we discovered the issue, the file was promptly removed, and a comprehensive investigation was conducted.

While unauthorized individuals may have accessed, copied or downloaded the file during the time it was available online, there is no evidence to date that any information has been misused.

What information was not involved

The following sensitive personal information was **not** included in the disclosed file:

- Social Security Number
- Name
- Date of birth
- Home address
- Financial account information
- Payment card detail

What information was involved

- Medicare Beneficiary Identifier (MBI)
- County of residence
- VIVA HEALTH Member ID and Group Number
- Authorization Numbers for requests between August and September 2024
- General details about prior authorization requests (e.g., request and decision dates, approval status, and category descriptions such as skilled nursing facility or diagnostic lab)

VIVA HEALTH has strengthened internal processes and security safeguards to prevent similar incidents in the future. As an added precaution, the organization is offering one year of free credit monitoring through Equifax to affected individuals (enrollment instructions and a promotion code for free monitoring was included in the letter sent to affected individuals).

Those impacted are encouraged to:

- Review health plan statements and Explanation of Benefits
- Place fraud alert on their credit reports
- Order and monitor their credit reports for unusual activity

We sincerely regret any concern this incident may have caused impacted customers.

For questions or further assistance, please call VIVA MEDICARE Member Services at 1-800-633-1542, Monday through Friday from 8 a.m. to 8 p.m. (from October 1 to March 31, 8 am to 8 pm, 7 days a week). TTY users should call 711.