Meridian Provider Portal Incident Notice

Date: 06/17/26

What happened?
On April 28, 2026, Meridian Health Plan of Illinois ("Meridian of Illinois") learned there was an incident that occurred in how some providers were given access to our online system. Because of this, someone who should not have had access may have viewed or downloaded some member information.

As soon as we found the issue, we started an investigation, turned off the accounts involved, and told law enforcement.

What information was involved?
The information involved varies by individual, but may include member names, Member ID number, dates of birth, contact information, and limited eligibility or claims-related details. There is no evidence at this time that the information has been misused.

What actions have being taken?
We take privacy very seriously. After finding the issue, we:

- Turned off the accounts involved
- Added extra security to help stop this from happening again
- Reviewed how accounts are approved and are giving staff more training
- Continue working on ways to make our systems even more secure

What can members do?
We are checking for any misuse of information and have not found any signs of fraud. Still, it is a good idea to stay alert. Here are some steps to take:

- Check any statements sent by Meridian. If you see services you did not receive, contact us right away.
- Read the "Information about Identity Theft Protection" guide below. It explains how to protect yourself, including how to place a fraud alert or credit freeze

For more information
If you have questions or need assistance, please call Meridian Member Services at 866-606-3700 (TTY: 711), Monday through Friday, 8 a.m. to 5 p.m.

Illinois residents:
You may also contact the Illinois Attorney General's Office for more information:
1-866-999-5630
www.illinoisattorneygeneral.gov

Information about Identity Theft Protection Guide

Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
Phone: 1-800-525-6285 P.O. Box 740256 Atlanta, Georgia 30374 www.equifax.com	Phone: 1-888-397-3742 P.O. Box 9554 Allen, Texas 75013 www.experian.com	Phone: 1-800-888-4213 PO Box 2000 Chester, Pennsylvania 19016 www.transunion.com

Free credit report: You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, visit www.annualcreditreport.com or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

Security freeze: Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. If you are a guardian, you can get a free freeze for that person, too.

How will freezes work? Contact all three of the credit agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don't confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

Fraud alerts: A fraud alert tells businesses that check your credit that they should check with you before opening a new account. As of September 18, 2018, when you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft , **1-877-IDTHEFT (438-4338)**.

Reporting of identity theft and obtaining a police report. You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.