



Member Notice

On 11/3/2023 Wellpoint Iowa, Inc. (formerly Amerigroup Iowa, Inc.) learned of an incident, where an Explanation of Payments were issued to the incorrect participating providers containing member PHI. The error occurred due our associate manually formatting data that resulted in the error. The participating providers who received this in error confirmed that Explanation of Payments were destroyed, not copied, or further disseminated.

Upon discovering the incident our associate was immediately coached and retrained on the error and an internal process was implemented to ensure no further disclosures of this type would occur again.

For individuals affected by this incident, the categories of impacted personal information included: Name, Date of Birth, Medicaid ID, Claim Number, Diagnosis Codes and Procedure Codes

All impacted individuals have received direct notice of this event, but we were unable to contact a limited number of individuals and are providing this substitute notice.

If you have additional questions, please call Experian's customer care team, toll-free call center at 1-855-873-7643 Monday through Friday between 9:00 a.m. and 11:00 p.m. and Saturday and Sunday between 11:00 am and 8:00 pm Eastern Time, excluding major U.S. holidays.