

FREQUENTLY ASKED QUESTIONS

LOST CD OF MEDICAID AND PEACHCARE FOR KIDS™
MEMBER DATA – APRIL 2007

When did the CD containing Medicaid and PeachCare for Kids™ member information go missing?

Affiliated Computer Services (ACS), the company that is currently contracted to operate the Georgia Medicaid data system, confirmed on Monday, April 9, 2007 that a computer disk (CD) containing the personal identifying information of Medicaid and PeachCare for Kids™ members was missing – 2.9 million members were affected.

What personal information is contained on the missing disks?

The data included personal, identifying information, including addresses, birthdates, dates of eligibility, full names, Medicaid or PeachCare for Kids™ member identification numbers and Social Security numbers.

Who can I call for more information about the missing CD?

If you have any questions or concerns about the loss of your personal information, call ACS, 1-866-213-3969.

What actions has the Georgia Department of Community Health taken?

The Georgia Department of Community Health (DCH) has taken the following actions:

- DCH required ACS to provide all affected members with written notification about the lost CD and about how individuals may get free credit reports, in order to help protect against identity theft
- DCH required ACS to investigate the incident thoroughly and report to DCH all related facts
- DCH notified the U.S. Department of Health and Human Services' Office for Civil Rights, the Centers for Medicare and Medicaid Services, the Governor's Office of Consumer Affairs and the Office of the Attorney General of Georgia
- DCH inspected the ACS facility that produced the CD and was responsible for it
- DCH required ACS to explain the root cause of the loss and the reason why the CD was not encrypted

Have you contacted law enforcement?

We have no reason to believe that the CD was stolen.

Where can I find additional information on identity theft?

To learn how to protect yourself from identity theft, visit the Federal Trade Commission's Web site www.consumer.gov/idtheft or call 1-877-439-4338.

Can I file a complaint?

You can file a complaint with DCH by writing to:
Georgia Department of Community Health
Director of Compliance
2 Peachtree Street, NW, 40th Floor
Atlanta, Georgia 30303-3159

You may also make a complaint to the Office for Civil Rights (OCR) by writing to:
U.S. Department of Health & Human Services
Office for Civil Rights, Region IV
61 Forsyth Street SW, Suite 3B70
Atlanta, GA 30303-8909