

This notice details an incident that occurred at Sunshine Health on May 6, 2026. This notice explains what information was involved, what Sunshine Health is doing in response, and what steps affected individuals can take to protect themselves, including enrolling in complimentary credit monitoring and identity theft protection services.

What Happened:

On May 6, 2026, Sunshine Health learned that a caller pretending to be a trusted individual misled an employee into sharing a limited number of health plan files to an unauthorized party. Sunshine Health started an investigation right away, brought in outside experts, and notified law enforcement.

What Information was Involved:

The information involved varies by individual, but for members it may include names, and one or more of the following: date of birth, medical information / history, and health plan coverage information. There is no evidence at this time that the information has been misused.

What We Are Doing:

Following this incident, we have implemented additional trainings for employees, and spread awareness around the ways unauthorized individuals may try to access our data or systems.

What You Can Do:

We have no evidence that information involved in this incident has been used for fraud. Although we are not aware of any misuse of information, it is always advisable to remain alert.

For More Information:

The security of members' personal information is important to us. Should you have further questions regarding this incident or steps affected individuals can take, please call us at 1-855-830-9423 Monday through Friday from 9am – 9pm Eastern Time.

We have no reason to believe that your information has been used improperly, however, we want to be cautious. Please review the steps below you can take to protect your information.