



2900 Ames Crossing Road, Ste 200  
Eagan, MN 55121  
PUT CODE HERE  
<CampaignID>

<MailDate>

Case number: <CASE NUMBER>

<MemberFirstName> <MemberLastName>  
<MemberAddress1>  
<MemberAddress2>  
<MemberCity> <MemberState> <MemberZipCode>

RE: Important Notification of Data Security Incident

Dear <MemberFirstName>,

Prime Therapeutics ("Prime") is the pharmacy benefit manager for <Health Plan>, managing your prescription drug benefits. Prime provides many services to your health plan, including but not limited to processing prescription claims and coverage review related to pharmacy prescriptions. Although we have no indication of actual fraud or misuse of your information, this letter is to provide you with information about a recent incident involving Prime's customer service vendor, Sagility USA ("Sagility"), and your Protected Health Information (PHI) as required under the law.

### **What Happened**

On June 26, 2025, Sagility became aware that an unauthorized person was acting as a Sagility contact center employee. They had limited access to Prime's contact center system. The unauthorized access began in October 2024 and ended on June 26, 2025.

### **What Personal Information Was Involved**

The personal information that may have been accessed includes your name, address, date of birth, health plan identification number, telephone number, health plan name, prescribed medications, prescriber name(s), and details related to prescription claim payments, such as amounts billed, paid, and owed. The personal information did not include your social security number or financial account information. At this point, Sagility and Prime are not aware of any fraud or misuse of your personal information because of this incident.

### **What Sagility is Doing**

Upon discovery of this incident, Sagility immediately revoked the individual's access to the contact center system. The individual was terminated, and the matter was reported to law enforcement. Sagility is actively reviewing its internal procedures to identify opportunities for strengthening security, reinforcing existing policies and practices, and implementing additional safeguards to help prevent similar incidents in the future.

### **What You Can Do**

We recommend that you regularly monitor any explanation of benefits statements that you receive. If you notice any unfamiliar health care services, please contact your provider or insurer. If you have any other questions, please contact Prime Member Services using the toll-free number on your member ID card.

Prime and Sagility take this matter very seriously and are committed to protecting the privacy and security of your personal information. We deeply regret this incident and any inconvenience or concern that it may have caused you. We have no reason to believe that anyone misused your information.

**For More Information**

If you have any further questions regarding this incident, please call toll free number **800-544-1755**, Monday through Friday between 8:00 a.m. and 7:30 p.m. Central time.

Sincerely,



Stacy Ward  
Privacy Officer  
Prime Therapeutics  
Tel: (888) 849-7840  
Email: Privacy@PrimeTherapeutics.com

cc: <Health Plan>