

Provider Bulletin

Molina Healthcare of Nevada

May 2025

RE: HIPAA breach incident notification obligations for providers

Dear Providers,

Molina Healthcare of Nevada would like to remind all providers of their responsibility, under both HIPAA regulations and contractual agreement with Nevada Medicaid, to notify Molina and the Division of Health Care Financing and Policy (DHCFP) of any actual or suspected security incidents involving protected health information (PHI) or other sensitive Medicaid program data.

This obligation extends not only to incidents within your own organization, but also to those involving any third-party contractors, vendors, or subcontractors that you engage to perform functions or services on behalf of your organization.

Under the **HIPAA Security Rule (45 CFR § 164.308(a)(6))**, Covered Entities and Business Associates are required to:

- Identify and respond to suspected or known security incidents.
- Mitigate harmful effects; and
- Document and report incidents and their outcomes.

Additionally, the **HIPAA Breach Notification Rule (45 CFR §§ 164.400–414)** requires the prompt reporting of any breach of unsecured PHI.

To ensure compliance and protect Medicaid member information, we ask that all contracted MCOs observe the following:

1. Providers shall notify Molina's Chief Information Security Officer by telephone and email as promptly as possible, but not to exceed twenty-four (24) hours of discovery and activation of business continuity plans; and provide regular updates.

Molina Chief Information Security Officer
Telephone: (844) 821-1942
Email: CyberIncidentReporting@Molinahealthcare.com

Molina Chief Information Security Officer
Molina Healthcare, Inc.
200 Oceangate Blvd., Suite 100
Long Beach, CA 90802

2. Provider shall notify Nevada Medicaid within 24–72 hours of discovery of any incident, whether originating within your organization or through a third-party contractor.



DHCFP ISO – Jared Davies (jdavies@dhcfp.nv.gov) and
MCQA Chief – Jaimie Evins (jevins@dhcfp.nv.gov)

3. Notifications must include:
 - A brief summary of the incident.
 - Date(s) of occurrence and discovery.
 - Affected systems and potential data involved.
 - Initial mitigation steps taken.
 - Status of ongoing investigation (e.g., forensics, law enforcement, etc.).
4. Provide ongoing updates as the investigation progresses until final resolution and closure.

Timely and transparent communication is critical to maintaining the integrity of Nevada’s Medicaid program and meeting our shared compliance responsibilities. Failure to notify Molina and DHCFP of incidents in a timely manner may result in contractual noncompliance and further regulatory reporting requirements.

If you have any questions regarding incident reporting expectations or need assistance reviewing your processes, please contact Molina or DHCFP.

Questions?

We’re here to help. Contact your Provider Relations Representative or email the Provider Relations team at NVProviderRelations@MolinaHealthcare.com. Learn more about provider updates by visiting MolinaHealthcare.com.

Thank you for your continued partnership and attention to this important matter.

Sincerely,

Molina Healthcare of Nevada Provider Relations