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Public Notice
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Public Notice: Confidential Information

Wildwood, FL – Kids Central, Inc., the Circuit 5 lead community-based care agency, would like to inform the public regarding a breach of protected health information (Medicaid #). On December 19th, 2018, an employee emailing approximately 65 parents inadvertently sent an attachment containing client names, their dates of birth, and Medicaid numbers. Please note that the file did not include social security numbers, credit card numbers, or personal financial information.

Immediately, Kids Central, Inc. thoroughly investigated the incident and took the necessary precautions to contain the breach. This included contacting all recipients of the email to ensure that they promptly deleted it. The agency also sent notification letters via First Class Mail to everyone.

As such we advise potentially effected clients to immediately take the following steps., (1) Carefully review any Medicaid statements you receive for your child. If you believe a statement includes services your child did not receive, immediately call the telephone number listed on the statement and report your concern to Medicaid. (2) Although your child's Medicaid number is not directly related to credit status, consider taking additional steps to prevent identify theft. (3) Order your credit reports. By establishing a fraud alert, you will receive a follow-up letter that will explain how you can receive a free copy of your credit report. When you receive your credit report, examine it closely and look for signs of fraud, such as credit accounts that are not yours. (4) Continue to monitor your credit reports. Even though a fraud alert has been placed on your account, you should continue to monitor your credit reports to ensure an imposter has not opened an account with your personal information.

This public notice follows the federal requirements regarding breaches of information. Kids Central, Inc. is committed to maintaining confidential information. Moving forward, staff will receive intensive training on securing confidential information, including the encryption of all sensitive data.

“We take the confidentiality and security of our clients’ personal data very seriously,” said John Cooper CEO of Kids Central. “We have acted as quickly as possible to limit risk to our clients. We sincerely regret that this has happened and offer our apologies as we continue to work to address the incident.”

As detailed above, Kids Central remains committed to providing the quality care and service to all of our clients, including protecting personal information. Kids Central made every effort to send a letter regarding this breach to all potentially effected clients. If you did not receive a letter and believe you should have, please contact us to provide your current information or call us during regular business hours to update your contact information.

If there are any questions regarding this information breach or if you feel you may have been impacted, please contact privacy@kidscentralinc.org or call toll-free 833-849-7250.

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Kids Central is the nonprofit lead agency charged by the State of Florida to care for the abused, neglected, and abandoned children in Circuit 5 – Citrus, Hernando, Lake, Marion and Sumter Counties. Kids Central is contracted by Florida Department of Children and Families to coordinate child welfare and protection services in Circuit 5.

