

Northeast Spine & Sports Medicine

Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

October 17, 2024

M2220-L01-0000001 T00001 P001 *****SCH 5-DIGIT 12345
SAMPLE A SAMPLE - L01 INDIVIDUAL
APT ABC
123 ANY STREET
ANYTOWN, FC 1A2 B3C
COUNTRY



NOTICE OF DATA BREACH

To Sample A. Sample:

Northeast Spine and Sports Medicine ("NESSM") takes our patients' privacy seriously. We therefore regret to inform you of a recent data security incident that may have involved certain of your personal information. This notice (the "Notice") is being sent pursuant to the Health Information Technology for Economic and Clinical Health ("HITECH") Act and/or other federal and/or New Jersey state laws.

WHAT HAPPENED

On or about late December 2023 through early January 2024, NESSM's network appears to have been the subject to an unauthorized and illegal intrusion (the "Intrusion"), during which a breach of protected health information ("PHI") occurred. NESSM discovered the Intrusion on or about January 8, 2024. NESSM's cyber-forensics investigators are reasonably certain that the Bian Lian cyber organization was responsible for the Intrusion.

WHY DID THIS HAPPEN?

Without our permission or knowledge, a cybercriminal appears to have accessed our computer system.

WHAT IS NESSM DOING?

NESSM values its patients and deeply regrets that the Intrusion occurred. We investigated and called law enforcement. We are also taking various steps to make our computer systems stronger than before. We do not want this to happen again. Upon discovering the Intrusion, NESSM took the following steps to address and mitigate the situation:

- Engaged our technology management provider to secure and isolate the affected systems to prevent any further unauthorized access;
- Engaged a leading cybersecurity firm to conduct a thorough forensic investigation;
- Implemented and continue to implement enhanced security measures, including e.g., enhanced multi-factor authentication, system patches, firewall upgrading and event monitoring, to protect against further Intrusions and to protect the privacy of NESSM's patients.



We quickly took steps to stop that unauthorized activity. We began investigating promptly and hired a specialized team of consultants to help us. We also contacted law enforcement. We also turned off NESSM's systems to help protect our patients' personal information and PHI.

WHAT INFORMATION WAS INVOLVED

The compromised data elements may have included the following information: patient data including full names, sex/gender, addresses, phone numbers, dates of birth, social security numbers, and medical data. Medical billing and financial data, including insurance and payment information, medical record numbers, health plan beneficiary numbers and account numbers also may have been affected.

NESSM staff and its technology management provider expended significant time and resources to assess the extent of the breach; however, it has not yet been conclusively determined precisely what information may have been affected.

We encourage you to remain vigilant by checking bills and accounts. The data that may have been accessed includes contact information (such as name, address, date of birth, phone number, and email) **plus one or more of the following:**

- Health insurance data (such as health plans/policies, insurance companies, member/group ID numbers, and Medicaid-Medicare-government payor ID numbers);
- Health data (such as medical record numbers, doctors, diagnoses, medicines, test results, images, care, and treatment);
- Billing, insurance claims and payment data (such as claim numbers, account numbers, billing codes, payment cards, financial and banking, and balance); and
- Other personal data (such as Social Security number, driver's license or state ID number, or other ID number).

The data that may have been accessed was not the same for everyone. Some of this data may relate to the person who paid your charges for healthcare services.

WHAT YOU CAN DO:

We are offering our patients free credit monitoring and identity theft protection services through Experian IdentityWorksSM. NESSM will pay for the cost of this service for 2 years. To enroll in these services, please visit our enrollment website at www.experianidworks.com/credit and use the following code: ABCDEFGHI. Patients must enroll by January 31, 2025 for the available services to go into effect, and the monitoring included in the membership must be activated to be effective. Please note that credit monitoring services may not be available for individuals who have not established credit or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not negatively affect your credit score.

If you have questions about the product, need assistance with Identity Restoration, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian’s customer care team at 1-833-918-1093 by January 31, 2025. Be prepared to provide engagement number B132331 as proof of eligibility for the Identity Restoration services by Experian.

We encourage our patients to take advantage of these protections and remain vigilant for incidents of potential fraud and identity theft, including regularly reviewing and monitoring your credit reports and account statements.

Be sure that bills and accounts look correct. We have attached steps on how to do that. If you learn of a crime against you, you can file a report with law enforcement. You also can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft by using the following contact information: Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580; 1-877-IDTHEFT (438-4338); www.ftc.gov/idtheft/.

Place a Fraud Alert on Your Credit File

To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect against the possibility of an identity thief opening new credit accounts in your name. When a credit grantor checks the credit history of someone applying for credit, the credit grantor gets a notice that the applicant may have been the victim of identity theft. The alert notifies the credit grantor to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll- free fraud numbers provided below. You will reach an automated telephone system that allows flagging of your file with a fraud alert at all three (3) credit bureaus.

Equifax	P.O. Box 105069 Atlanta, Georgia 30348	1- 888-766-0008	www.equifax.com
Experian	P.O. Box 9554 Allen, Texas 75013	1-888-397-3742	www.experian.com
TransUnion	P.O. Box 2000 Chester, PA 19016	1-800-680-7289	www.transunion.com

Security Freezes

You have the right to request a credit freeze from a consumer reporting agency, free of charge, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, please note that using a security freeze may delay your ability to obtain credit.

Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit



bureau. To place a security freeze on your credit report, you must contact the credit reporting agency by phone, mail, or secure electronic means and provide proper identification of your identity. The following information must be included when requesting a security freeze (note that if you are requesting a security freeze for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

Below, please find relevant contact information for the three (3) consumer reporting agencies:

Equifax Security Freeze	P.O. Box 105788 Atlanta, GA 30348	1-800-685-1111	www.equifax.com
Experian Security Freeze	P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	P.O. Box 160 Woodlyn, PA 19094	1-888-909-8872	www.transunion.com

Once you have submitted your request, the credit reporting agency must place the security freeze no later than one (1) business day after receiving a request by phone or secure electronic means, and no later than three (3) business days after receiving a request by mail. No later than five (5) business days after placing the security freeze, the credit reporting agency will send you confirmation and information on how you can remove the freeze in the future.

Review Your Account Statements

Carefully review statements sent to you from your healthcare providers, insurance company, and financial institutions to ensure that all of your account activity is valid. Report any questionable charges promptly to the provider or company with which you maintain the account.

Provide Any Updated Personal Information to Your Healthcare Provider

Your healthcare provider's office may ask to see a photo ID to verify your identity. Please bring a photo ID with you to every appointment if possible. Your provider's office may also ask you to confirm your date of birth, address, telephone, and other pertinent information so that they can make sure that all of your information is up-to-date. Please be sure and tell your provider's office when there are any changes to your information. Carefully reviewing this information with your provider's office at each visit can help to avoid problems and to address them quickly should there be any discrepancies.

Order Your Free Credit Report

To order your free annual credit report, visit www.annualcreditreport.com, call toll-free at (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348- 5281. The three (3) credit bureaus provide free annual credit reports only through the website, toll-free number or request form. Upon receiving your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you have not requested

credit. Some companies bill under names other than their store or commercial names; the credit bureau will be able to tell if this is the case. Look in the "personal information" section for any inaccuracies in information (such as home address and Social Security number).

If you see anything you do not understand, call the credit bureau at the telephone number listed on the report. Errors may be a warning sign of possible identity theft. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing. Information that cannot be explained should also be reported to your local police or sheriff's office because it may signal criminal activity.

Contact the U.S. Federal Trade Commission

If you detect any unauthorized transactions in any of your financial accounts, promptly notify the appropriate payment card company or financial institution. If you detect any incidents of identity theft or fraud, promptly report the matter to your local law enforcement authorities, state Attorney General and the FTC.



For Residents Of	Additional Information
District of Columbia	You may contact the D.C. Attorney General's Office to obtain information about steps to take to avoid identity theft: D.C. Attorney General's Office, Office of Consumer Protection, 400 6th Street, NW, Washington DC 20001, 1-202-442-9828, www.oag.dc.gov .
Iowa	You may contact law enforcement or the Iowa Attorney General's office to report suspected incidents of identity theft. The Iowa Attorney General's Office can be reached at: Iowa Attorney General's Office, Director of Consumer Protection Division, 1305 E. Walnut Street, Des Moines, IA 50319, 1-515-281-5926, www.iowaattorneygeneral.gov .
Maryland	You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General: Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, http://www.marylandattorneygeneral.gov/ .
Massachusetts	You have the right to obtain a police report with respect to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.
New Mexico	New Mexico consumers have the right to obtain a security freeze or submit a declaration of removal. You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act. The security freeze will prohibit a consumer reporting agency from releasing any information in your credit report without your express authorization or approval. The security freeze is designed to prevent credit, loans and services from being approved in your name without your consent. When you place a security freeze on your credit report, you will be provided with a personal identification number, password or similar device to use if you choose to remove the freeze on your credit report or to temporarily authorize the release of your credit report to a specific party or parties or for a specific period of time after the freeze is in place. To remove the freeze or to provide authorization for the temporary release of your credit report, you must contact the consumer reporting agency and provide all of the following: (1) the unique personal identification number, password or similar device provided by the consumer reporting agency; (2) proper identification to verify your identity; and (3) information regarding the third party or parties who are to receive the credit report or the period of time for which the credit report may be released to users of the credit report. A consumer reporting agency that receives a request from a consumer to temporarily lift a freeze on a credit report shall comply with the request no later than three (3) business days after receiving the request. As of September 1, 2008, a consumer reporting agency shall comply with the request within fifteen (15) minutes of receiving the request by a secure electronic method or by telephone. A security freeze does not apply in all circumstances, such as where you have an existing account relationship and a copy of your credit report is requested by your existing creditor or its agents for certain types of account review, collection, fraud control or similar activities; for use in setting or adjusting an insurance rate or claim or insurance underwriting; for certain governmental purposes; and for purposes of prescreening as defined in the federal Fair Credit Reporting Act. If you are actively seeking a new credit, loan, utility, telephone or insurance account, you should

	<p>understand that the procedures involved in lifting a security freeze may slow your own applications for credit. You should plan ahead and lift a freeze, either completely if you are shopping around or specifically for a certain creditor, with enough advance notice before you apply for new credit for the lifting to take effect. You should contact a consumer reporting agency and request it to lift the freeze at least three (3) business days before applying. As of September 1, 2008, if you contact a consumer reporting agency by a secure electronic method or by telephone, the consumer reporting agency should lift the freeze within fifteen (15) minutes. You have a right to bring a civil action against a consumer reporting agency that violates your rights under the Fair Credit Reporting and Identity Security Act.</p>
New York	<p>You may also obtain information about security breach response and identity theft prevention and protection from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, www.ag.ny.gov.</p>
North Carolina	<p>You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-919- 716-6000, www.ncdoj.gov.</p>
Oregon	<p>State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission. Contact information for the Oregon Department of Justice is as follows: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301, 1-877-877-9392, www.doj.state.or.us.</p>
Rhode Island	<p>You have a right to file or obtain a police report related to this incident. You may also obtain information about preventing and avoiding identity theft from the Rhode Island Office of the Attorney General: Office of the Attorney General, 150 South Main Street, Providence, RI, 02903, 1-401-274-4400, www.riag.ri.gov.</p>



WHAT IF I HAVE A QUESTION?

If you have any questions or concerns, please call us toll free at 1-833-918-1093, Monday through Friday from 9:00 am – 9:00 pm Eastern (excluding major U.S. holidays). We deeply regret any inconvenience this incident may have caused. Thank you for your understanding and cooperation.

Sincerely,

Northeast Spine and Sports Medicine, LLC

Dr. Dimitrios Lambrou, DC
Member

Dr. Lambros R. Lambrou, DC
Member