

July 11, 2025



Dear ,

The care we provide to each of our patients is very important to us. This care extends to Baystate's commitment to protecting our patients' privacy. We take patient privacy very seriously.

What Happened? Thank you for contacting Baystate Health with your privacy concern on May 16, 2025 and for speaking with us further on June 26, 2025, June 30, 2025, and July 6, 2025. You reported a concern that your husband's information may have been accessed without a legitimate business reason based on a text message that you received from one of our employees. During our call on June 26, 2025 we also discussed the possibility that your information had been accessed inappropriately.

As soon as you reported this concern, we started to investigate. This included audits of both you and your husband's medical records as well as other systems that contain PHI and speaking with the individual involved and their manager.

As we discussed, we can confirm that we did not find any inappropriate access into your information. We can also confirm that we did not find any inappropriate access into your husband's Electronic Medical Record (EMR). That is the system that would contain detailed medical information, physician notes, results, etc.

However, we did find that your husband's information was accessed in one of our hospital patient registration and billing systems on May 5, 2025 and May 12, 2025, and we were not able to determine a legitimate business reason for this access.

What Information Was Involved? The visible information included your husband's name, date of birth, address, hospital admission date, unit location, and reason for admission, along with insurance information, your name, address and employer (as the plan subscriber), and his Social Security Number.

What We Are Doing. We took the following actions in response:

- Confirmed that this individual does not have access to our EMR
- Worked with HR to implement appropriate Corrective Action
- Will be providing re-education to all those in a similar role.
- Review the minimum necessary data elements required for the role.

What You Can Do. While we have no evidence of any misuse of your husband's social security number, and out of an abundance of caution, we are offering you a complimentary two-year membership of *Experian's® IdentityWorks Credit 3B*.

This product helps detect possible misuse of personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft. Unfortunately, due to privacy laws, we are not able to enroll your husband directly. For more information on identity theft prevention and IdentityWorks Credit 3B, including instructions on how to activate your complimentary two-year membership, please see the additional information provided in this letter.

Please note that you will be required to provide an SSN to Experian for them to enroll your husband in the program.

For More Information. The privacy of your information is very important to us. We sincerely regret that this occurred. If you have any questions, please do not hesitate to call our office at (413) 794-7955. You can also email me at: complianceoffice@baystatehealth.org and reference case [REDACTED].

We would also like to extend our sincerest condolences on your husband's passing.

Sincerely,

[REDACTED]

Activate *Experian IdentityWorks Credit 3B* Now in Three Easy Steps

1. ENSURE That You Enroll By: [REDACTED] (Your code will not work after this date.)
2. Visit the **Experian IdentityWorks Web Site:**
<https://www.experianidworks.com/3bcredit>
3. PROVIDE Your Activation Code: [REDACTED]

If you have questions or need an alternative to enrolling online, please call 877-288-8057 and provide engagement # [REDACTED]

Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from Experian IdentityWorks Credit 3B on any key changes in your credit report which could include new inquiries, new credit accounts, medical collections and changes to public records.

Experian IdentityWorks Credit 3B provides you with powerful identity protection that will help detect, protect and resolve potential identity theft. In the case that identity theft is detected, Experian IdentityWorks Credit 3B will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

We realize that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your Experian IdentityWorks Credit 3B membership has expired.

Your complimentary 24-month *Experian IdentityWorks Credit 3B* membership includes:

- **Credit Report:** A free copy of your Experian credit report
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE™:** Full access to the same personalized assistance from a highly trained Fraud Resolution Agent even after your initial Experian IdentityWorks Credit 3B membership expires.
- **\$1 Million Identity Theft Insurance*:** As an Experian IdentityWorks Credit 3B member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Activate your membership today at **<https://www.experianidworks.com/3bcredit>** or call 877-288-8057 to register with the activation code above.

Once your enrollment in **IdentityWorks Credit 3B** is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about **IdentityWorks Credit 3B**, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit report and credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
PO Box 740256	PO Box 9554	PO Box 6790
Atlanta, GA 30374	Allen, TX 75013	Fullerton, CA 92834
www.equifax.com	www.experian.com	www.transunion.com
1-800-525-6285	1-888-397-3742	1-800-680-7289

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's Office in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov
1-877-438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Note that pursuant to Massachusetts law, you have the right to obtain a copy of any police report.

Massachusetts law allows consumers to request a security freeze. A security freeze prohibits a credit reporting agency from releasing any information from your credit report without written authorization. Be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services.

There is no fee for placing a security freeze on a credit report. To place a security freeze on your credit report, you can go online, call in your request, or send a written request by regular, certified, or overnight mail to each of the three major reporting agencies at the below online links, phone numbers or addresses:

Corporate Compliance Department
280 Chestnut Street, Suite 309, Springfield, MA 01199
Telephone: 413-794-7955 Fax: 413-794-1840

Equifax
PO Box 740241
Atlanta, GA 30374
Online:
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>
Or call: 888-298-0045

Experian
PO Box 9554
Allen, TX 75013
Online:
<https://www.experian.com/freeze/center.html>
Or call: 888-397-3742

TransUnion
PO Box 160
Woodlyn, PA 19094
Online:
<https://www.transunion.com/credit-freeze>
Or call: 888-909-8872

Placing a Credit Freezes/Lifting or releasing credit freezes can be done several ways:

- When requesting credit freeze/credit freeze lift via the above reporting agencies websites they occur in real time and do not require a PIN use.
- When requesting credit freeze/credit freeze lift via phone, a PIN is required by all three credit agencies.
- When requesting a credit freeze/credit freeze lift via mail each credit agency has specific requirements:
 - Equifax has a form that needs to be completed and requires proof of identity (Social Security card, pay stub w/Social Security or W2) and proof of address (driver's license/state ID, pay stub w/address, utility/phone bill w/address).
 - Experian requires written request with the following information: full name, social security number, home address for past 2 years, date of birth, copy of one of the following: government issued ID, copy of utility bill, bank or insurance statement).
 - TransUnion requires written request with the following information: full name, social security number, home address.

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.