

December 10, 2025

[REDACTED]
[REDACTED]
[REDACTED], MA [REDACTED]

Dear [REDACTED],

I am reaching out on behalf of Massachusetts General Hospital (MGH), a member of Mass General Brigham, to inform you of a recent incident involving your Protected Health Information (PHI). We understand how important patient privacy is, and we want to assure you that we are taking this matter seriously and committed to keeping you informed and supported throughout.

On November 18, 2025, the Privacy Office became aware that on or about November 14, 2025, your insurance eligibility results were copied and pasted into a message sent to another patient in error. The information involved included your full name, health insurance name, coverage start date, and subscriber number. We deeply regret this incident and want to assure you that we have taken appropriate action in response.

As a Massachusetts resident, you are entitled to specific rights designed to protect yourself and your identity:

- **Access to Reports:** You have the right to obtain any police report filed in connection with this incident.
- **Identity Theft Protection:** If you/your child a victim of identity theft, you may file a police report and request a copy for your records.
- **Credit Security:** You have the right to request that the credit reporting agencies place a security freeze on your/your child's credit file.

At MGH, we are committed to safeguarding the privacy and security of our patients' data. MGH has taken all necessary steps to investigate this matter and implement measures to prevent similar incidents in the future. Please be assured that the patient message containing your information has been removed. We continue to strengthen our safeguards and promote training, education, and accountability across our workforce to ensure patient information remains protected.

At MGH, we are committed to delivering the highest standards of care and service. If you have any questions about the incident or any other matter involving your privacy, please do not hesitate to contact the Mass General Brigham Privacy Office at 855-726-1300, Monday through Friday, 8:30 a.m. to 5:00 p.m. Eastern Time or email us at PrivacyOffice@mgb.org. Please reference *MGH-7718-TC* when you contact us.

We truly value the trust you place in us and remain committed to protecting your privacy. We are deeply sorry for any worry or inconvenience this incident may have caused. We hope the enclosed resources provide helpful guidance and reassurance.

Sincerely,



Jodie L. Levasseur,
Privacy Manager

Enclosures: **Steps you can take to protect your identity**

STEPS YOU CAN TAKE TO PROTECT YOUR IDENTITY

Security Freeze. A security freeze prevents credit reporting bureaus from releasing information in your credit file. This can make it harder for identify thieves to open new accounts in your name. Please be aware, however, that placing a security freeze on your credit report may delay approval of any requests you make for new loans, credit, mortgages, or other services.

You have the right to request a security freeze for free. To place a security freeze on your file, you must contact each of the three national credit reporting bureaus. You can contact them by phone, online submission, or mail.

Equifax Information Services P.O. Box 105788 Atlanta, GA 30348 1-800-685-1111 www.equifax.com/ personal/credit-report-services/	Experian P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/help	TransUnion P.O. Box 2000 Chester, PA 19016 1-888-909-8872 www.transunion.com/ credit-help
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When requesting a security freeze, you will need to provide information to confirm your identity, such as your name, proof of your current address, your prior address if you've moved in the last five years, your date of birth, Social Security number, and other personal information.

A security freeze request made by phone or online will be effective within one hour. Requests by mail take up to three business days from when the bureau gets it to be effective. After requesting a freeze, you will be given a unique personal identification number (PIN) and/or a password. Keep this in a safe place as you will need it to temporarily lift or fully remove the security freeze.

The freeze will remain until you ask the credit bureau to temporarily lift or fully remove it. If the request is made online or by phone, a credit bureau must lift security freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request. There is no charge for placing, lifting, or removing a security freeze.

Review Your Account Statements. Carefully review statements sent to you from healthcare providers as well as from your insurance company to ensure that all of your account activity is valid. Carefully review your bank, credit card, and other account statements every month to ensure that your account activity is valid. Report any questionable charges promptly to the provider or company with which you maintain the account.

Check Your Credit Report. Check your credit report to ensure that all your information is correct. You can obtain a free credit report once per year by visiting www.annualcreditreport.com or by calling 877-322-8228. If you notice any inaccuracies, report the dispute right away to the relevant credit reporting bureau. You can file a dispute on the relevant bureau's website or by contacting them at the number listed on your credit report. You can also report any suspicious activity to your local law enforcement, in which case you should request a copy of the police report and retain it for your records.

Fraud Alert. You have the right to request that the credit bureaus place a fraud alert on your file. A fraud alert tells creditors to contact you before opening any new accounts or increasing credit limits on your existing accounts. A fraud alert lasts for one year and is free of charge.

You need to contact only one of the three credit bureaus to place a fraud alert; the one you contact is required by law to contact the other two. For Fraud Alerts, use the credit bureau contact information, provided above in the Security Freeze section.

Consult the Federal Trade Commission. For more guidance on steps you can take to protect your information, you also can contact the Federal Trade Commission at www.ftc.gov/idtheft, or at 877-ID-THEFT (877-438-4338), or at the Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, D.C. 20580.