



March 3, 2025

**RE: NOTICE OF DATA BREACH**

Dear ,

Northeast Rehabilitation Hospital Network (NRHN) takes the Privacy and Security of patient information seriously and takes steps to ensure the confidentiality of that information. For that reason, it is important that we notify you of the following:

#### **WHAT HAPPENED**

We are writing to notify you that NRHN was made aware on January 10, 2025 that a Breach of your Personal Health Information (PHI) occurred. An unauthorized party received an envelope containing a copy of your benefit form and payment log at an outpatient clinic. This paperwork was returned by the unauthorized party to an outpatient clinic of Northeast Rehabilitation Hospital. The probability of further disclosure or it being used in an adverse manner is highly unlikely.

Under Massachusetts law, you have the right to obtain any police report filed regarding this incident if one was filed and, in this situation, one was not filed. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

#### **WHAT INFORMATION WAS INVOLVED**

The benefit form and payment log contained the following identifiers:

- name
- address
- date of birth
- referring physician
- diagnosis
- insurance information
- billing account number
- location of clinic where you received care

## **WHAT ARE WE DOING**

Northeast Rehabilitation Hospital takes this event very seriously. Consistent with our data privacy and security policies, we are taking steps to remind all employees about their responsibilities in protecting patient information that is collected. We treat all sensitive patient information in a confidential manner and are proactive in the careful handling of such information. We continue to assess and modify our privacy and data security policies and procedures to prevent a similar situation from occurring.

## **WHAT CAN YOU DO**

As always, we recommend you be on alert for suspicious activity related to your financial accounts and credit reports. We encourage you to regularly monitor your statements and records to ensure there are no transaction or other activities that you did not initiate or authorize. You should report any suspicious activity to your financial advisor or the appropriate service provider.

## **FOR MORE INFORMATION**

Please be assured that we are committed to ensuring that your information is safe and secure. We regret this incident and apologize for any concern it causes you.

If you have further questions or concerns regarding this matter, please do not hesitate to contact me at (603)681-3045.

Sincerely,

Erica Keefe  
Privacy Officer