

14329

December 28, 2018

Full Name
Address Certified Mail #

Dear _____,

I am contacting you because we have learned of a unique data security incident that occurred on December 11, 2018, involving some of your medical information. The incident occurred following an order provided by your physician to schedule a test at a Cape Cod Healthcare ("CCHC") facility. More specifically, on December 11, 2018, some of your medical information was provided to CCHC's centralized scheduling department to obtain/verify insurance authorizations, as applicable, and coordinate the scheduling of your medical test.

After your testing appointment was scheduled, certain pages of the information used to make that appointment were discarded into a trash basket for later shredding and recycling. Unfortunately, an error occurred when the plastic bag from that trash basket was placed in a trash compactor rather than in a paper shredder (which is our standard and expected process/procedure for all information of this type). The CCHC employee realized her mistake the next day and immediately contacted her supervisor. Efforts were then made to retrieve the bag in the outside trash compactor but, unfortunately were not successful.

We are notifying you of the issue now so you may initiate steps to protect yourself should you wish to do so. We believe that the relevant pages had the following types of information about you:

- Full name
- Date of birth
- Phone number
- Home Address or Post Office Box number as applicable
- Medical Insurance company name
- Medical Insurance subscriber number
- An internal account number
- The name of the test you were to have and the reason for it

Because the information contained your medical insurance information we recommend you notify Medicare or your insurance carriers, as applicable, that there is a risk your information could be used inappropriately, although we have no information or reason to suspect it will be. The back of your Medicare or insurance card will have a telephone number for you to contact a

customer service agent. You also have the right to ask for a credit freeze and you may do that with any of the three credit reporting companies:

Equifax: Freeze Your Equifax Credit Report, 1-800-685-1111

Experian: Freeze Your Experian Credit Report, 1-888-397-3742

TransUnion: Freeze Your TransUnion Credit Report, 1-888-909-8872

If you would like to monitor your credit report, there are many free credit report resources. You are entitled to receive one free copy of your credit report every twelve (12) months from each of the three nationwide credit reporting companies. You may order a free credit report or request a freeze by either going online via www.annualcreditreport.com or by calling 1-877-322-8228.

Although the information **DID NOT** include your social security number or any credit card numbers and we do not think there is a likelihood of identity theft, we will reimburse you up to \$120 for an identity protection service should you wish to subscribe to one at this time. Consumer protection companies and/or the AARP may be able to help you find a service that meets your needs.

Please understand that appropriate corrective action has been taken with the employee who made the error and with the supervisor overseeing the scheduling department. In fact, the entire department has been re-educated about the proper disposal of health information.

We are sorry to report this incident to you as we take our obligations to protect patient privacy very seriously. We will be reporting the incident to state and federal officials, as we are required to do under applicable law, but wanted to first reach out to you directly.

Please accept my sincere apology on behalf of Cape Cod Healthcare for this mistake. Please feel free to call 1-800-892-9205 if you have any questions or concerns about any of this information.

Sincerely,

Lynn H. Shields, RN, BSN, MBA
Director of Clinical & Research Compliance