



June 6, 2019



RE: Case No. 2019-05-0013

Dear ,


I am writing to you on behalf of PSA Healthcare's Plymouth, Massachusetts agency to tell you about an incident that exposed some of your protected health and personal identifying information. We take the protection and proper use of your information very seriously, and I am contacting you directly to explain the circumstances of the incident.

On May 30, 2019, Aveanna Healthcare's Compliance department received a notification of a loss in protected health and personal identifying information. The investigation determined that on May 30, 2019, the agency identified that your office patient record was missing. The agency performed a thorough search of the office but did not locate your patient record. The agency believes that while preparing records for off-site storage, your patient record may have inadvertently fallen into the regular trash.

Your patient record included the following forms: Patient Emergency Plan and Contact Information; Patient's Rights and Responsibilities; Patient Services Agreement; Financial Consent; Advanced Beneficiary Notice, Case Management Patient Assessment and Telephone Communication. The protected health and personal identifying information believed to be lost includes your name, address, date of birth, full social security number, diagnosis, insurance payor, beneficiary information, payor authorization notices, physician's name, physician's orders / plan of treatment, and medications.

Although unfortunate, we are confident that this was an isolated event. There is no evidence that your information has been stolen or misused. However, the agency has implemented an appropriate corrective action plan, including the proper use and safeguarding of protected health and personal identifying information.

Out of an abundance of caution, we are offering a complimentary one-year membership of Experian's IdentityWorks. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: 09/30/2019** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code:** 

For more information on identity detection and resolution of identity theft, including additional instructions on how to activate your complimentary one-year membership, please see the enclosed information provided with this letter.



We also ask that you remain vigilant with respect to your personal information. If you detect any incident of fraud or identity theft we encourage you to report the incident to your local law enforcement, your state attorney general, or the Federal Trade Commission (www.consumer.ftc.gov; 877-438-4338, 600 Pennsylvania Avenue, NW, Washington, DC 20580). You may also obtain information from these sources about methods for preventing identity theft.

As I mentioned earlier, Aveanna Healthcare is committed to the protection and proper use of your information and we apologize for any inconvenience. If you have any questions or concerns regarding this matter, I can be reached at 470-489-0250.

Sincerely,

Melissa Akali
AVP, Compliance

We encourage you to activate the fraud detection tools available through Experian IdentityWorksSM as a complimentary **12-month** membership. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: 09/30/2019** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code:** [REDACTED]

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 **877-890-9332** by **09/30/2019**. Be prepared to provide engagement number **DB12966** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING THE 12-MONTH EXPERIAN IDENTITYWORKSSM MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorksSM

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorksSM for your minor:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at **877-890-9332**. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.