



March 13, 2020

16628

Re: Medical Information Disclosure

Dear [REDACTED]

In a letter dated February 14, 2020 (attached) we notified you of an incident regarding your personal health information. We are writing to provide you with more detail about the unauthorized access that occurred at UMass Memorial Healthcare. The UMass Memorial Healthcare Privacy Office received automated alerts on 07/12/19 and 08/05/19 from our electronic monitoring systems indicating that there may have been unauthorized access to your medical records on 7/10/19 and 8/1/19. The February 14th letter states that there was no evidence your personal financial information was disclosed. Unfortunately, as you are aware, we recently confirmed your social security number was viewable in the unauthorized access.

The investigation of the incident found the unauthorized accesses occurred on July 10, 2019 and August 1, 2019. On July 10, 2019, for approximately two and a half minutes, Toni Lancaster-Jenkins accessed the following locations in your electronic medical record: Identity Report, Patient Snapshot, Chart Review notes, Progress Notes from 10/2/2017, image of your insurance card, and the Demographics tab (where your Social Security Number was viewable). On August 1, 2019 the Patient Snapshot in your electronic medical record was accessed for less than a minute.

UMass Memorial Healthcare terminated the implicated employee and has provided you with credit monitoring services. If, at any time, 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 Massachusetts Attorney General's office. 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

Attorney General
Consumer Advocacy & Response Division
(617) 727-8400
<https://www.mass.gov/how-to/file-a-consumer-complaint>

Other Rights

If you are a victim of identity theft, you have the right to file a police report and obtain a copy of it.

Security Freeze

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 will be no charge for a security freeze.



To place a security freeze on your credit report, you must send a written request to **each** of the three major reporting agencies by regular, certified, or overnight mail at the addresses below:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 800-685-1111 https://www.freeze.equifax.com	Experian Security Freeze P.O. Box 9554 Allen, TX 75013 888-397-3742 http://experian.com/freeze	TransUnion LLC P.O. Box 6790 Fullerton, CA 92834 888-909-8872 http://www.transunion.com/securityfreeze
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To request a security freeze, you will need to provide the following information:

- Your full name (including middle initial as well as Jr., Sr., II, III, etc.)
- Social Security Number
- Date of birth
- The addresses you have lived over the prior five years.
- Proof of current address such as a current utility bill or telephone bill.
- A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.).
- If you are a victim of identity theft, include a copy of the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit reporting agencies must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number ("PIN") or password or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identity of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period.

To remove the security freeze, you must send a written request to each of the three credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit reporting agencies have three (3) business days after receiving your request to remove the security freeze.

There are additional actions you can take to reduce the chances of identity theft or fraud account(s). Please refer to www.ExperianIDWorks.com/restoration for information. If you have any questions about IdentityWorks, 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.

Please call the UMMHC's Privacy & Information Security line at 508-334-5551 for any questions.

Best Regards,

Patricia Hofmaster, HIPPA Privacy Specialist
UMass Memorial Health Care

CC: Sandra Brown, Chief Privacy Officer, UMass Memorial Health Care
Massachusetts Office of Consumer Affairs and Business Regulation
Massachusetts Attorney General's Office



February 14, 2020



Re: Medical Information Disclosure

Dear 

UMass Memorial Medical Center takes our obligation to protect the privacy of our patients' personal health information seriously. Regrettably, we are writing to inform you of an incident involving some of your personal health information.

What happened?

The UMMHC Privacy Office received an automated alert on 07/12/19 and 08/05/19 from our electronic monitoring systems indicating that there may have been unauthorized access to your medical records. The UMass Memorial Health Care (UMMHC) Privacy Office conducted an investigation into the matter and confirmed the unauthorized access. The information improperly accessed included your clinical and demographic information. There is no evidence that your personal financial information, such as credit card, bank account, insurance account, or social security numbers were disclosed, and there is nothing you need to do at this time.

Actions we are taking to address:

We sincerely regret that this incident occurred. As part of our investigation and corrective action, we have taken measures to find ways to improve our own internal processes and procedures to reduce the likelihood of a similar incident occurring in the future.

Please call me at (508)334-1445 or the UMMHC Privacy and Information Security line at 508-334-5551 if you have any questions.

Very truly yours,

Tracy L. Charbonneau, Practice Manager, Community Medical Group
UMass Memorial Health Care