



MASSACHUSETTS
EYE AND EAR



16811
HARVARD MEDICAL SCHOOL
TEACHING HOSPITAL

243 Charles Street
Boston, MA 02114
617-523-7900
MassEyeandEar.org

April 21, 2020

Patient Name
Address
City, State Zip Code

Dear Patient Name,

We are writing to inform you of a recent data breach involving your personal information

On March 10, 2020 an employee of Mass. Eye and Ear accidentally sent a scanned copy of your insurance card to another patient by email. The patient who received the email promptly notified us of the error and deleted the message and attachment.

The information that was included on the insurance card was:

- Name of insured
- Names of dependents
- Insurance company
- Member ID number
- Group number

Since your insurance card was viewed by only one unauthorized person and was promptly deleted we do not believe that there is a significant risk in this case.

Mass. Eye and Ear will be reporting this incident to the appropriate state and federal authorities as required by law. In addition, Massachusetts law requires us to provide you with the information in the attached document, *Additional Information on Security Freezes*, and to inform you that you have the right to obtain a copy of any police report filed.

Please be assured that we take the protection of your personal information very seriously. In order to reduce the chance of similar incidents in the future, Mass. Eye and Ear has taken steps to reeducate our employees on policies and procedures regarding email communication and security of patient information.

We sincerely apologize for any inconvenience or concern caused by this incident.

Should you have any questions regarding this incident, please call or email Cindy Vredeveld (617-573-3408; Cindy_Vredeveld@meei.harvard.edu).

Sincerely,

Cindy M. Vredeveld, CPC, CHPC
Senior Compliance Auditor and Privacy Specialist