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August 7, 2020

Dear Patient A:

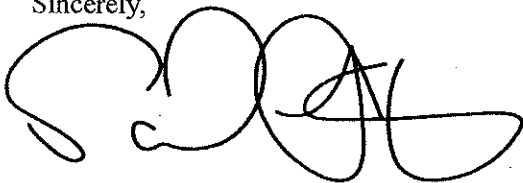
I am writing to notify you of a recent breach of your protected health information (“PHI”) and personal information from Paul J. Letendre, LMHC, LPC. This notification is sent pursuant to the Health Insurance Portability and Accountability Act (“HIPAA”) and Massachusetts law. I discovered the breach on August 1, 2020. The following occurred:

On Saturday, August 1, 2020, I completed my patients’ monthly receipts (also referred to as a “super bill”). The receipt of Patient A (your receipt) was accidentally transmitted by email to a Patient B. No additional information was included in the email.

I responded to the error in several ways: (1) I emailed Patient B the correct invoice; (2) I spoke with Patient B further and identified there was no level of risk for misuse of Patient A’s information; (3) I contacted the Massachusetts Mental Health Counselors Association for consultation on the incident; (4) I confirmed with Patient B that the email and receipt with Patient A’s information had been completely removed from their electronic accounts; (5) I contacted Patient A to notify them of the accidental breach; (6) I submitted a data breach report to the Secretary of Health and Human Services at the Office for Civil Rights U.S. Department of Health and Human Services; (7) I submitted a data breach report to Massachusetts State Attorney General Maura Healey; and (8) I have started a working relationship with Virtru – a third party encryption service company – to assist me with purchasing their HIPPA compliant email encryption services so that a similar scenario would be less likely in the future.

Please know that I take very seriously my role in protecting PHI and personal information. Please accept my sincerest apology. While I typically meet with patients and handle billing matters in person, the shift to working virtually exclusively during COVID-19 warrants a re-evaluation of business operations, and I am currently partnering with a third party encryption service to enhance the security of email transmission.

Sincerely,



Paul J. Letendre, LMHC, LPC