

18455

# Corporate Compliance & Internal Audit

 Southcoast Health

*Committed to the Highest Standards of Ethics, Integrity & Compliance*

December 29, 2020

[Redacted]

RE: Your Health Information

Dear [Redacted],

Southcoast Hospitals Group, Inc. and Southcoast Physicians Group, Inc. (collectively, "Southcoast") are committed to protecting the confidentiality of our patients' health information. In response to the incident involving your health information previously communicated to you on December 24, 2020, we are providing you with credit monitoring with specific enrollment information below.

### What we are doing to protect your information:

To help protect your identity, we are offering a complimentary two-year membership of Experian's® IdentityWorksSM. 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 03/31/2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- 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 03/31/2021. Be prepared to provide **engagement number** [Redacted] as proof of eligibility for the identity restoration services by Experian.

We sincerely apologize for this incident and regret any inconvenience it may cause you. If you have any questions or need additional information, please contact the Southcoast Compliance Line at 1-508-973-5040 or [compliancehotline@southcoast.org](mailto:compliancehotline@southcoast.org). You may also reach me by mail at the address below.

Sincerely,

*Eileen Kelly Breslin*

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E. Kelly Breslin  
Privacy Officer  
Southcoast Health | 101 Page Street | New Bedford, MA 02740

 Southcoast Health

## ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

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

- **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 file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** 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](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

\* Offline members will be eligible to call for additional reports quarterly after enrolling

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

# Corporate Compliance & Internal Audit



*Committed to the Highest Standards of Ethics, Integrity & Compliance*

December 24, 2020

RE: Notice Regarding Breach of Security Affecting Personal Information

Southcoast Hospitals Group, Inc. and Southcoast Physicians Group, Inc. (collectively, "Southcoast") is committed to protecting the confidentiality of our patients' information. Regrettably, we are writing to inform you of an incident that involved disclosure of your name and social security number.

## **Protecting Yourself Against Data Security Threats**

To mitigate any risks to the security and integrity of your information, you have a right to place a security freeze on your credit report at no charge to you, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization (except in limited instances permitted by federal law). The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. A security freeze will remain in place until you request its removal, as described below. You should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prevent the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit.

A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements. A security freeze also may not prevent government entities, such as a law enforcement agency, or others as permitted by law, from accessing or using a consumer report about you.

As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert is a 1-year alert that is placed on your credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years.

## **Requesting a Security Freeze**

You can request a security freeze on your credit report by mail, by phone, or online via secure electronic means. In order to request a security freeze, you will need to provide certain identifying information to each consumer reporting agency, which may include the following:

- Full name, including your middle initial and any generational designation (e.g., Sr., Jr., III);
- Social Security Number;
- Date of Birth;
- Complete addresses for the past five years;
- One copy of a government-issued identification card, such as a driver's license or state identification card or military identification card; and
- One copy of a utility bill, pay stub, W2, bank statement or insurance statement, showing your name and address.
- In the event you are a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

**By law, a consumer reporting agency cannot charge a fee to a consumer for placing a security freeze on a credit report, or removing a security freeze from a credit report, in response to receiving a direct request from the consumer.**

### **Requesting a Security Freeze by Mail**

To request a security freeze on your credit report by mail, you can send a written request to **each** of the three nationwide consumer reporting agencies – Equifax, Experian, and TransUnion – by regular, certified or overnight mail to the addresses below:

- **Equifax**  
Equifax Information Services LLC  
P.O. Box 105788  
Atlanta, GA 30348-5788
  - Note: The form available at the following link may be submitted to Equifax to request a security freeze by mail:  
[https://assets.equifax.com/assets/personal/Security\\_Freeze\\_Request\\_Form.pdf](https://assets.equifax.com/assets/personal/Security_Freeze_Request_Form.pdf).
- **Experian**  
Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013
- **TransUnion**  
TransUnion  
P.O. Box 160  
Woodlyn, PA 19094

### Requesting a Security Freeze by Phone

To request a security freeze on your credit report by phone, you can contact each of the three nationwide consumer reporting agencies at the number listed below:

- Equifax Security Freeze: **(800) 349-9960**
- Experian Security Freeze: **(888) 397-3742**
- TransUnion Security Freeze: **(888) 909-8872**

### Requesting a Security Freeze Online

To request a security freeze on your credit report by secure electronic means online, you can visit the following website for each consumer reporting agency:

- Equifax: <https://www.equifax.com/personal/credit-report-services/>
- Experian: <https://www.experian.com/ncaconline/freeze>
- TransUnion: <https://www.transunion.com/credit-freeze>

### Timing of Security Freeze

The consumer reporting agencies have up to three (3) business days after receiving a request by mail to place a security freeze on your credit report, and must place a security freeze within one (1) business day of receiving a request by phone or secure electronic means. Within five (5) business days after receiving a request to place a security freeze, a consumer reporting agency must send you a confirmation letter containing a unique PIN or passcode that must be used to authorize the removal or lifting of the security freeze on your credit report. Please retain your PIN or passcode securely. A security freeze will remain in place until removed (lifted) by you in the manner described below (or by any other means permitted by law and the consumer reporting agency).

### Lifting a Security Freeze

You may lift a security freeze completely, or lift a security freeze temporarily to allow a specific entity or individual to access your credit report, by submitting a direct request **to each of the consumer reporting agencies** by mail, phone or secure electronic means online, as described above. The request to lift a security freeze must include (i) proper identification, **as well as** (ii) the PIN or passcode issued to you by the consumer reporting agency when you placed the security freeze, and, if applicable, (iii) the identities of the entities or individuals to which or whom you are granting access to your credit report, or the specific period of time during which you want the security freeze lifted.

Upon receiving a direct request for removal of a security freeze, a consumer reporting agency must lift the security freeze within three (3) business days if the request is received by mail, and within one (1) hour if the request is received by phone or secure electronic means.

### **Credit Monitoring Services**

Southcoast Health will provide you with credit monitoring services at no charge for a period of 18 months. To sign up for free credit monitoring services provided by Southcoast Health, please contact the Southcoast Compliance Line at 1-508-973-5040 or [compliancehotline@southcoast.org](mailto:compliancehotline@southcoast.org).

### **Obtaining a Credit Report**

You may also obtain a credit report from each of the three nationwide consumer reporting agencies listed above. By law, individuals are entitled to receive one free credit report from each of the nationwide agencies annually.

### **Obtaining a Police Report**

Massachusetts law allows you to obtain a copy of any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report.

### **Contact Southcoast**

Southcoast Health is deeply committed to the security and privacy of its employees, providers, patients and its community. If you have any further questions or concerns, or would like to sign up for credit monitoring, or need additional information, please contact the Southcoast Compliance Line at 1-508-973-5040 or [compliancehotline@southcoast.org](mailto:compliancehotline@southcoast.org). You may also reach me by mail at the address below.

Sincerely yours,



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E. Kelly Breslin  
Privacy Officer  
Southcoast Health | 101 Page Street | New Bedford, MA 02740