

2024-128

Ardent Health Services
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998



January 22, 2024

Dear 

Please read this letter in its entirety.

Ardent Health Services and its affiliated entities ("Ardent") is writing as a business associate of BSA Hospital to inform you of an incident involving some of your personal information.

On November 23, 2023, Ardent discovered a ransomware incident impacting its network. Upon learning of the incident, Ardent immediately notified law enforcement, initiated its incident response plan, launched an investigation into the incident with the assistance of an outside cybersecurity firm, and began employing containment measures. Shortly thereafter, Ardent successfully terminated the unauthorized access. Our investigation has revealed that an unauthorized actor extracted copies of documents that include certain personal information. At this time, we have no indication that this information has been misused.

Through our investigation, Ardent recently learned that the unauthorized actor may have accessed, viewed, or removed documents with the following types of information about you: date of birth and medical history.

What is Ardent doing to address this situation?

Ardent has made further enhancements to our systems, security, and practices. Additionally, we have engaged appropriate experts to assist us in conducting a review of our security practices and systems to ensure that enhanced security protocols are in place going forward to reduce the risk of this type of incident occurring in the future.

Although we are not aware of any instances of fraud or identity theft resulting from this incident, out of an abundance of caution, we are providing you with access to **Triple Bureau Credit Monitoring** services at no charge. These services provide you with alerts for twelve (12) months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in the event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

How do I enroll for the free services?

To enroll in Credit Monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services:

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In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

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What can I do on my own to address this situation?

Again, while we have no evidence that your personal information has been misused, we encourage you to take advantage of the complimentary credit monitoring offer included in this letter. Additionally, we recommend that you remain vigilant to prevent identity theft and fraud by monitoring your credit reports and financial institution and other account statements. We also advise that you promptly report any suspicious activity or suspected identity theft to law enforcement or your state's attorney general.

If you choose not to use the credit monitoring services described above, we encourage you to do the following:

If you choose to place a fraud alert on your own, you will need to contact one of the three major credit agencies directly at:

Experian (1-888-397-3742)
P.O. Box 4500
Allen, TX 75013
www.experian.com

Equifax (1-800-525-6285)
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com

TransUnion (1-800-680-7289)
P.O. Box 2000
Chester, PA 19016
www.transunion.com

Also, should you wish to obtain a credit report and monitor it on your own:

- **IMMEDIATELY** obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: www.annualcreditreport.com or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.)
- **Upon receipt of your credit report**, we recommend that you review it carefully for any suspicious activity.

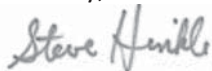
You can also obtain more information from the Federal Trade Commission (FTC) about identity theft and ways to protect yourself. The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.

What if I have questions regarding this incident?

Representatives are available for 90 days from the date of this letter to assist you with questions regarding this incident, or to assist you with enrolling in the complimentary credit monitoring services, between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday, excluding holidays. Please call the dedicated, external help line at 1-833-961-7634 and be prepared to share your unique code listed above.

We take our responsibility to protect your personal information very seriously, and we sincerely regret any inconvenience or concern this incident may cause.

Sincerely,



Steve Hinkle
Chief Compliance Officer
Ardent Health Services

STATE NOTIFICATIONS

For California Residents: This notification was not delayed by law enforcement. Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft.

For Maryland Residents: You may contact the Attorney General at: Office of the Attorney General, 200 St. Paul Place, Baltimore, MD, 21202; www.marylandattorneygeneral.gov; 1-888-743-0023; consumer hotline (410) 528-8662.

For New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Under the Fair Credit Reporting Act, consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; they may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights not summarized here. You can review your rights under the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf

For North Carolina Residents: You may contact the Attorney General at: North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.

For Washington D.C. Residents: You may contact the Attorney General at: Office of Attorney General, 441 4th Street, NW, Suite 1100 South, Washington, D.C. 20001; <https://oag.dc.gov/>; 1-202-727-3400.

For Wyoming Residents: This notification was not delayed by law enforcement.



