

2024-617



Brigham and Women's Physicians Organization
75 Francis Street
Boston, MA 02115

March 28, 2024

[address]

Dear [name],

I am contacting you on behalf of Brigham and Women's Physician Organization, Inc. (BWPO), a member of Mass General Brigham Incorporated (MGB), to notify you of a recent issue concerning your protected health information.

What Happened?

On January 29, 2024, Harvard Pilgrim Health Care (Harvard Pilgrim) informed BWPO that a prior cybersecurity incident impacted a limited amount of BWPO patient data between March 28, 2023 and April 17, 2023.

It is important to note that this incident did not occur on BWPO's systems or network.

What Information Was Involved?

Based on our review of the BWPO data involved, some of your personal information was impacted. The personal information may have included your name, address, phone number, medical record number, date of birth, health insurance information, and limited clinical information (such as lab results, procedures, medications, and diagnoses related to care provided at BWPO sometime between January 1, 2017 and May 1, 2019). Not all individuals had the same types of information involved.

This incident did not involve your Social Security Number or financial information (account numbers or credit card numbers).

What We Are Doing.

Although the incident did not occur on our systems or network, we are fully committed to protecting the information you have entrusted to us and regret this incident occurred. BWPO has taken appropriate steps to address this matter and prevent something like this from happening in the future. Corrective action has been taken in accordance with our policies. Additionally, we have received assurances from the BWPO part-time employee and Harvard Pilgrim that the BWPO data involved was permanently deleted by them. As a Massachusetts resident, you have the following rights:

- Right to obtain any police report filed regarding this incident.
- Right to file and obtain a copy of a police report if you are the victim of identity theft.
- Right to request that the credit bureaus place a security freeze on your file. Please refer to the enclosed information sheet for instructions on placing a security freeze on your credit report and additional steps you can take to further reduce any potential risk to you.

What You Can Do.

We are enclosing with this letter a reference guide with a list of various steps that you can take to protect your personal information.

For More Information.

If you have any questions about the incident, please feel free to contact us directly either by email at bwhCHIPAA@partners.org or toll free at 833-294-2020 during the hours of 8:00 a.m. to 4:00 p.m. Eastern Time

Monday through Friday.

We take the privacy and security of your data very seriously. We deeply regret any concern or inconvenience this incident may cause and hope the information provided in this letter will be helpful to you.

Sincerely,

Debra Torosian
Brigham and Women's Hospital
Health Information Management Director and Privacy Officer

Enclosures: Reference Guide

REFERENCE GUIDE

Review Your Account Statements. Carefully review statements sent to you from Mass General Brigham as well as from your insurance company to ensure that all of your account activity is valid. Report any questionable charges promptly to the Mass General Brigham Billing Office at the phone number listed on the statement, or for insurance statements, to your insurance company.

Provide any updated personal information to your health care provider. Your health care provider's office will ask to see a photo ID to verify your identity. Please bring a photo ID with you to every appointment if possible. Your provider's office will also ask you to confirm your date of birth, address, telephone, and other pertinent information so that we can make sure that all of your information is up-to-date. Please be sure and tell your provider's office when there are any changes to your information. Carefully reviewing this information with your provider's office at each visit helps us to avoid problems, and address them quickly should there be any discrepancies.

Security Freeze. A security freeze prevents credit reporting bureaus from releasing information in your credit file. This can make it harder for identify thieves to open new accounts in your name. Please be aware, however, that placing a security freeze on your credit report may delay approval of any requests you make for new loans, credit, mortgages, or other services.

You have the right to request a security freeze for free. To place a security freeze on your file, you must contact each of the three national credit reporting bureaus. You can contact them by phone, online submission, or mail.

Equifax Information Services P.O. Box 105788 Atlanta, GA 30348 1-800-685-1111 www.equifax.com/ personal/credit-report-services/	Experian P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/help	TransUnion P.O. Box 2000 Chester, PA 19016 1-888-909-8872 www.transunion.com/ credit-help
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When requesting a security freeze, you will need to provide information to confirm your identity, such as your name, proof of your current address, your prior address if you've moved in the last five years, your date of birth, Social Security number, and other personal information.

A security freeze request made by phone or online will be effective within one hour. Requests by mail take up to three business days from when the bureau gets it to be effective. After requesting a freeze, you will be given a unique personal identification number (PIN) and/or a password. Keep this in a safe place as you will need it to temporarily lift or fully remove the security freeze.

The freeze will remain until you ask the credit bureau to temporarily lift or fully remove it. If the request is made online or by phone, a credit bureau must lift security freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request. There is no charge for placing, lifting, or removing a security freeze.

Review Your Account Statements. Carefully review your bank, credit card, and other account statements every month to ensure that your account activity is valid. Report any questionable charges promptly and in writing to the card or account issuer.

Check Your Credit Report. Check your credit report to ensure that all your information is correct. You can obtain

a free credit report once per year by visiting www.annualcreditreport.com or by calling 877-322-8228. If you notice any inaccuracies, report the dispute right away to the relevant credit reporting bureau. You can file a dispute on the relevant bureau's website or by contacting them at the number listed on your credit report. You can also report any suspicious activity to your local law enforcement, in which case you should request a copy of the police report and retain it for your records.

Fraud Alert. You have the right to request that the credit bureaus place a fraud alert on your file. A fraud alert tells creditors to contact you before opening any new accounts or increasing credit limits on your existing accounts. A fraud alert lasts for one year and is free of charge.

You need to contact only one of the three credit bureaus to place a fraud alert; the one you contact is required by law to contact the other two. For Fraud Alerts, use the credit bureau contact information, provided above in the Security Freeze section.

Consult the Federal Trade Commission. For guidance on general steps you can take to protect your information, you also can contact the Federal Trade Commission:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
(202) 326-2222
<https://www.consumer.ftc.gov/topics/privacy-identity-online-security>