

20522



75 Sylvan Street
Suite B-102
Danvers, MA 09123

**IMPORTANT INFORMATION
PLEASE REVIEW CAREFULLY**

May 25, 2021



Regarding: Estate of [REDACTED]

Dear [REDACTED]:

The privacy and security of the personal information we maintain is of the utmost importance to Care Dimensions, Inc. ("Care Dimensions"). I am writing with important information regarding a recent data privacy incident that may have involved some of your loved one's information. I want to provide you with information about the incident and let you know that we continue to take significant measures to protect your loved one's information. Please accept our apologies, it is important to us that we support you through this process.

What Happened?

A documentation notebook containing patient information cannot be located.

What We Are Doing.

Upon learning of this issue, we conducted a comprehensive search for the documents and commenced a prompt and thorough investigation. As part of our investigation, we interviewed staff, reviewed work methods and revised processes to prevent recurrence. We have worked very closely with internal and external professionals. After an extensive forensic investigation and manual document review, we discovered on 3/29/21 that one of the documents missing as of 3/19/21 contained some of the your loved one's personal information.

What Information Was Involved.

The missing document contained some of your loved one's personal information, including your loved one's full name and one or more of the following: medical diagnostic information, medical treatment information, MRN number, Medicare/Medicaid number, health insurance information,

doctor name, and primary caregiver name and number. Your loved one's Social Security number may have been included in the document.

What You Can Do.

We have no forensic evidence that any of your loved one's information has been misused. You should remain vigilant in reviewing the estate's financial account statements for fraudulent or irregular activity on a regular basis. We also recommend that you review your loved one's "explanation of benefits statement," which you receive from their health insurance company and follow up with their insurance company or care provider for any items you do not recognize.

For More Information.

Please accept our apologies that this incident occurred. We remain fully committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices to enhance the security and privacy of your loved one's personal information.

If you have any further questions regarding this incident, please contact Janet MacKean, Privacy Officer, at 978-750-9343. Janet MacKean is available Monday through Friday, during normal business hours.

Sincerely,

Care Dimensions, Inc.