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(617) 371-3000 • www.baycovehumanservices.org  
baycovehumanservices @BayCoveMA  
/baycovehumanservicesinc

Date: 6/24/2021

Dear Mr. ---

We are writing to notify you that a breach of your personal identifying or health information occurred on \_(dates specific to each client). This occurred due to an unauthorized person accessing our electronic medical record system.

We have taken the following steps:

1. We conducted an investigation of the breach and discovered that the account of a former staff was not properly deactivated, and this account was used to view some of your protected health information. No financial or social security numbers were viewed. The account was deactivated as soon as the breach was discovered.
2. We assessed the risk level of your information being used to harm your financial status, credit rating or reputation as moderate.

Please review the enclosed "Actions to take to Protect your Identity" to learn what steps you can take to minimize the risk. We are required by Massachusetts law to provide to you with this information. Please review the information carefully and let us know if you would like any assistance with reviewing the information and/or taking the suggested actions.

If you should have further questions, please contact:

Jesse Tokarz, Compliance and Privacy Officer  
Bay Cove Human Services  
66 Canal Street  
Boston, MA 02114  
617-371-3081



### **Actions you can take to protect your identity**

We are glad to provide any assistance you would like to take any of these actions you feel are necessary to protect yourself from misuse of your personal information.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identify theft; you also have the right to file a police report and obtain a copy of it.

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-349-9960  
<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze  
P.O. Box 160  
Woodlyn, PA 19094

1-888-909-8872

<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

Other steps you may choose to take and that we will assist you with are:

1. Place a fraud alert on your credit file

2. Request and review your credit reports
3. Review your credit card and other financial account statements for any unauthorized activity
4. Obtain credit monitoring services

# Notice of Security Breach

## Bay Cove Human Services - Notice of Data Security Breach

Bay Cove Human Services, is notifying their former patients of a breach that may have affected their personally identifiable information and protected health information.

On May 27, 2021, Bay Cove discovered that it experienced a breach of security in one of its electronic health records systems. An account belonging to a former staff member was used to access protected health information belonging to 31 patients of Andrew House Detoxification Center in Boston. All of these 31 patients have been seen at Andrew House at least once since 2018. In our effort to comply with the applicable federal and state data breach notification laws, we are posting this notice to notify individuals who may have been impacted by this breach.

### WHAT INFORMATION WAS INVOLVED:

- Electronic health records of patients of Andrew House Boston were viewed by an unauthorized individual. Protected health information and personal information are contained in this system. Information accessed included demographic information such as first and last name, date of birth, address, telephone numbers, and also medical treatment information in some cases.
- Social security numbers and financial account numbers were not accessed.

### WHAT WE ARE DOING:

Upon discovery, Bay Cove Human Services immediately disabled the account, and began an investigation into causes for the breach. We are auditing our list of accounts to ensure that all accounts belong to designated authorized users. We are also reviewing our policies and procedures and relevant processes to ensure that accounts of former staff are deactivated promptly when employment ends. Pursuant to applicable law, we will be notifying the U.S. Department of Health and Human Services, the Massachusetts Attorney General's office and the Massachusetts Office for Consumer Affairs and Business Regulations. We have notified many of the impacted individuals of the breach via mail and are posting this notice to notify any individuals that we are unable to notify by other means.

### WHAT YOU CAN DO:

If you were a patient at Andrew House Boston between 2018 and 2021 and are concerned that your information may have been improperly viewed, you can contact us by phone or email (see below) to find out if you were one of the impacted individuals and request additional information. Impacted individuals

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's

credit report without written authorization. Under federal law, you cannot be charged to place, lift, or remove a security freeze. For further information about actions you can take to protect your identity, click [here](#). (attach file)

**CONCLUSION:**

We value your privacy, and we apologize for any inconvenience this matter may cause. We appreciate the trust our current and former patients place in us, and we remain committed to our community's privacy.

For further information and assistance please contact us at our toll-free number 833-531-1450, or by e-mail to [databreach@baycove.org](mailto:databreach@baycove.org).

**Contact information for credit bureaus**

**Equifax Security Freeze**

P.O. Box 105788

Atlanta, GA 30348

1-800-349-9960

<https://www.equifax.com/personal/credit-report-services/>

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