

Additional 21825

Putnam, Robin (SCA)

From: Todd Rauchenberger <toddr@flaheart.com>
Sent: Wednesday, July 21, 2021 11:55 AM
To: Putnam, Robin (SCA)
Subject: RE: data breach notification

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Notices were mailed to affected individuals on July 15, 2021. This is within the 60 day window of when we discovered the incident on May 19th.

We at FHA:

- Needed to conduct an investigation to determine the scope of the incident
- Did not have access to our IT Network for several weeks after the incident
- Once we (FHA) regained access, additional time was needed to access the portions of the network that house patient contact information.
- Once we(FHA) was able to access contact information we had to validate addresses in the national change of address database before sending notices.

Currently patients have received notices and calls are coming in and we are responding.

Please feel free to contact our legal department for further information at Darius Davenport -

ddavenport@cwm-law.com

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From: Putnam, Robin (SCA) <robin.putnam@state.ma.us>
Sent: Wednesday, July 21, 2021 11:38 AM

RP