



24630

December 13, 2021

[NAME]
[ADDRESS]

Dear [NAME],

We are sending this letter because of our commitment to your privacy. Harbor Health takes your privacy very seriously. More than that, we partner with vendors who share this standard.

On November 12, 2021, we were contacted by a vendor of ours, ScanSTAT Technologies (ScanSTAT assists Harbor with medical records filing and request processing). ScanSTAT informed us of ongoing requests from bad actors posing as pharmacies that are being received by health care facilities across the United States. We regret to share with you that we were informed that one of these bad actors requested records of yours, which were sent on September 14, 2021.

This information included your name, date of birth, medical record number, address, phone number, medication list, allergies, problem list, medical history, recent progress notes and visit summaries.

Your privacy is extremely important to us and we want to make sure that you are aware of this incident and our response.

What are we doing?

ScanSTAT Technologies has investigated the incident and has filed reports with the Federal Bureau of Investigations (FBI). ScanSTAT continues to work with law enforcement to provide information as requested to aid investigation into the matter. We are also notifying you as quickly as possible so that you may best protect yourself.

In addition, Harbor Health has partnered with ScanSTAT to ensure the following mitigation efforts are being taken. We have ensured that ScanSTAT has:

- ❖ Reviewed our records release history for bad actors with no other known instances of delivery.
- ❖ Identified and flagged contact information of bad actors for real time system alerts.
- ❖ Implemented enhanced auditing and monitoring for requests from bad actors.
- ❖ Provided staff education and examples to aid in identification of bad actors.
- ❖ Conducted company-wide training on processing releases and identification of bad actors.

We want you to feel confident that your data is secure. In response to this incident, Harbor Health would like to offer you identity theft monitoring and protection services for free, at no cost to you. These free services are offered through **IdentityForce RapidResponse**. Please contact me directly at any time to set up these free protection services.



If you choose not to use these services, we urge you to remain vigilant against incidents of identity theft or fraud. We encourage you to review your financial account statements and to monitor your credit reports and explanation of benefits forms for any suspicious activity.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity 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); Experian (www.experian.com); and TransUnion (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
PO Box 105788
Atlanta, GA 30348
1-800-349-9960
[https://www.equifax.com/
personal/credit-report-
services/](https://www.equifax.com/personal/credit-report-services/)

Experian Security Freeze
PO Box 9554
Allen, TX 75013
1-888-397-3742
[https://www.experian.
com/freeze/center.html](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](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:

- ❖ Your full name (including middle initial as well as Jr., Sr., II, III, etc.)
- ❖ Social Security Number
- ❖ Date of birth
- ❖ If you have moved in the past five (5) years, the addresses where you have lived over the prior five years
- ❖ Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed
- ❖ A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
- ❖ Social Security Card, pay stub, or W2
- ❖ 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.

We care for your privacy, and we are deeply sorry for the inconvenience this may cause. Harbor Health Services, Inc. is committed to providing quality comprehensive care and this includes protecting your information. We thank you for your understanding and your trust in Harbor Health Services, Inc.

If you have any questions or would like any additional information, please do not hesitate to contact me directly.

Sincerely,

Jesse A. Shipley
Director of Compliance & Risk Management
JShipley@hhsi.us
(617) 533-2354

ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 119016, www.transunion.com, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate fraud and identity theft. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit **www.annualcreditreport.com** or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Fraud Alerts. There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

Security Freeze. You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may use an online process, an automated telephone line, or submit a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that, if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past 5 years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, and display your name, current mailing address, and the date of issue.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

For Maryland residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023.

For North Carolina residents: You may contact the 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 New York residents: The Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

For Connecticut residents: You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag.

For Massachusetts residents: You may contact the Office of the Massachusetts Attorney General, 1 Ashburton Place, Boston, MA 02108, 1-617-727-8400, www.mass.gov/ago/contact-us.html

Reporting of identity theft and obtaining a police report.

For Iowa residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Massachusetts residents: You have the right to obtain a police report if you are a victim of identity theft.

For Oregon residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.