

February 4, 2022

Dear :

On January 11, 2022 Care New England Health System (“CNE”) sent you a letter regarding a privacy incident involving your protected health information maintained by Women and Infants Hospital.

In the letter we offered a complimentary one year of credit monitoring. This follow-up letter is to correct the error in the initial letter and inform you the credit monitoring is extended an additional twelve (12) months for a total of two (2) years. To take advantage of the 2 year monitoring, you will need to use the enrollment code in the enclosed document.

I apologize for any confusion this has caused. If you have any questions, please call (401) 277-3660, ext. 5, Monday through Friday, from 8:00 a.m. to 4:30 p.m. Eastern Time or cnecompliance@carene.org.

Sincerely,

Jocelyn Therien, MPH, CHC, CHPC
Director Compliance & Privacy Operations
Care New England Health System

Enclosure

Recommended Steps to Help Protect Your Information

1. Website and Enrollment. Go to <https://app.idx.us/account-creation/protect> or call 1-800-939-4170 and follow the instructions for enrollment using your Enrollment Code provided below:

Enrollment Code:

Enroll by:

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

4. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

5. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

6. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.



800 Butler Drive
Potter Building, Compliance Services
Providence, Rhode Island 02904

January 11, 2022

Dear :

Care New England Health System (“CNE”) is committed to protecting the security and confidentiality of our patients’ information. That is why CNE is writing to inform you of an incident involving your and your child’s information that occurred at Women and Infants’ Hospital (“WIH”) at 101 Dudley Street, Providence RI.

On December 3, 2021 this office was informed that the Birth Worksheet (“Worksheet”) you completed at WIH on or about November 9, 2021 went missing. The Worksheet is a requirement by the Rhode Island Department of Health to process your newborn’s birth certificate.

On November 30, 2021, you spoke with WIH Health Information Management (“HIM”) staff and relayed that you handed the Worksheet to your nurse. Both WIH HIM and the inpatient unit searched for the Worksheet. They were not able to locate it. The Worksheet included your child’s full name, date of birth, time of birth and sex. Also, the Worksheet included your full name, maiden name, date of birth, place of birth, social security number, mailing address, email address, insurance policy number, various demographic questions and health related information pertaining to your pregnancy.

We take this situation seriously and regret any worry or inconvenience this may cause. WIH is taking steps to make appropriate process improvements and provide re-training.

We have no indication that your protected health information has been misused, however out of an abundance of caution we are offering a complimentary one-year membership of IDX identity protection membership. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. IDX identity protection is completely free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and IDX identity protection membership, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.

If you have any questions, please call (401) 277-3660, ext. 5, Monday through Friday, from 8:00 a.m. to 4:30 p.m. Eastern Time or cnecompliance@carene.org.

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