

March 3, 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 January 11, 2022 this office was informed that the Birth Worksheet (“Worksheet”) you completed at WIH on or about [DATE] was unable to be located. The Worksheet is a requirement by the Rhode Island Department of Health to process your newborn’s birth certificate.

On January 19, 2022, 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 has taken steps to make appropriate process improvements and provide re-training regarding the handling of Birth Worksheets.

We have no indication that your protected health information has been misused, however out of an abundance of caution we are offering a complimentary two-year membership of MyIDManager 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. MyIDManager 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 MyIDManager identity protection membership, including instructions on how to activate your complimentary 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](mailto: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.** In response to the incident, we are providing you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score/Cyber Monitoring** services at no charge. This service requires an internet connection and email account and may not be available to minors under the age of 18. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity. These services provide you with alerts for two years from the date of enrollment when changes occur to your Experian credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Cyber monitoring will look out for your personal data on the dark web and alert you if your personally identifiable information is found online. These services will be provided by Cyberscout, a company specializing in fraud assistance and remediation services.

### **How do I enroll for the free services?**

To enroll in Credit Monitoring services at no charge, please log on to <https://www.myidmanager.com> and follow the instructions provided. When prompted please provide the following unique code to receive services: #  
In order for you to receive the monitoring services described above, you must enroll by **DATE**.

**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](http://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.

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](http://www.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://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](http://www.riag.ri.gov), Telephone: 401-274-4400

**Massachusetts Residents:** Attorney General, Consumer Advocacy & Response Division (617) 727-8400 or <https://www.mass.gov/how-to/file-a-consumer-complaint>

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