



P.O Box 989728
West Sacramento, CA 95798-9728

To Enroll, Please Call:
1-833-423-1796
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<Enrollment Code>>

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zipcode>>

August 26, 2022

<<NOTICE OF PRIVACY EVENT/ DATA BREACH>>

Dear <<First Name>> <<Last Name>>,

<<Data Owner Long Name>> (“<<Data Owner Short Name>>” or “we”) are writing to make you aware of an event that may impact some of your information. This notice provides you with information about the event, our response, and steps you may take to help protect your personal information, should you feel it is appropriate to do so.

What Happened? On July 5, 2022, we became aware of unusual activity on certain systems. Upon becoming aware of the unusual activity we promptly took steps to better ensure the integrity of our network and begin an investigation with the assistance of a third-party company. To date the investigation confirmed that an unauthorized actor accessed systems containing <<Data Owner Short Name>> data between May 20, 2022, and July 7, 2022, and copied certain files. Although the investigation is ongoing, as part of the response to this event, we are conducting a detailed review to determine what information was present in the relevant systems at the time of the unauthorized access and to whom those records relate. We continue to notify individuals as we identify potentially affected information, and this process is ongoing.

What Information Was Involved? The ongoing investigation has determined that the following types information relating to patients who received medical treatment at <<Data Owner Short Name>> may have been impacted by the event: name, address, Social Security number, date of birth, medical history information, medical diagnosis information, medical treatment information, medical record number, health insurance information, and/or medical record number. The information involved varies by patient depending on what the patient provided to <<Data Owner Short Name>> for purposes the patient’s medical treatment at <<Data Owner Short Name>>.

What We Are Doing. Information security is one of our highest priorities, and we have security measures in place to protect information in our care. We responded promptly when we became aware of this event by taking steps to secure our systems and commence a comprehensive investigation. We are also reviewing and enhancing existing policies and procedures and implementing additional safeguards to further secure the information in our systems. Additionally, we reported this event to federal law enforcement. As an added precaution, we are offering you access to <<12/24>> months of credit monitoring and identity protection services at no cost to you through IDX. You will find information on how to enroll in these services in the enclosed “*Steps You Can Take To Protect Your Personal Information.*” We encourage you to enroll in these services as we are not able to do so on your behalf.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. Please also review the information contained in the attached “*Steps You Can Take To Protect Your Personal Information.*”

For More Information. If you have additional questions or concerns, please call our dedicated assistance line at 1-833-423-1796, from 8 a.m. to 8 p.m. Central Time. Please know we take this event very seriously and sincerely regret any inconvenience or concern it may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read "Robin Winebar". The signature is fluid and cursive, with a large initial "R" and "W".

Robin Winebar
Interim President and CNO

STEPS YOU CAN TAKE TO PROTECT YOUR PERSONAL INFORMATION

Enroll in Credit Monitoring

Website and Enrollment. Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the deadline to enroll is November 26, 2022.

Telephone. Contact IDX at 1-833-423-1796 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

Watch for Suspicious Activity. 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, 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.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

Full name (including middle initial as well as Jr., Sr., II, III, etc.);

1. Social Security number;
2. Date of birth;
3. Addresses for the prior two to five years;
4. Proof of current address, such as a current utility bill or telephone bill;
5. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
6. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and oag@dc.gov.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and www.oag.state.md.us. MMH is located at 8000 W. Eldorado Parkway, McKinney, TX 75070. MCRSC is located at 6045 Alma Rd. Suite 100, McKinney, Texas 75070. MASC, now closed, was formerly located at 125 Raintree Cir. Suite 200, Allen, Texas 75013.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are two (2) Rhode Island residents impacted by this event.



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To Enroll, Please Call:
1-833-423-1796
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<Enrollment Code>>

Parent or Guardian of
<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zipcode>>

August 26, 2022

<<NOTICE OF PRIVACY EVENT/ DATA BREACH>>

To the Parent or Guardian of <<First Name>> <<Last Name>>,

<<Data Owner Long Name>> (“<<Data Owner Short Name>>” or “we”) are writing to make you aware of an event that may impact some of your child’s information. This notice provides you with information about the event, our response, and steps you may take to help protect your child’s personal information, should you feel it is appropriate to do so.

What Happened? On July 5, 2022, we became aware of unusual activity on certain systems. Upon becoming aware of the unusual activity we promptly took steps to better ensure the integrity of our network and begin an investigation with the assistance of a third-party company. To date the investigation confirmed that an unauthorized actor accessed systems containing <<Data Owner Short Name>> data between May 20, 2022, and July 7, 2022, and copied certain files. Although the investigation is ongoing, as part of the response to this event, we are conducting a detailed review to determine what information was present in the relevant systems at the time of the unauthorized access and to whom those records relate. We continue to notify individuals as we identify potentially affected information, and this process is ongoing.

What Information Was Involved? The ongoing investigation has determined that the following types information relating to your child who received medical treatment at <<Data Owner Short Name>> may have been by the event: name, address, Social Security number, date of birth, medical history information, medical diagnosis information, medical treatment information, medical record number, health insurance information, and/or medical record number.. The information involved varies by patient depending on what the patient provided to <<Data Owner Short Name>> for purposes the patient’s medical treatment at <<Data Owner Short Name>>.

What We Are Doing. Information security is one of our highest priorities, and we have security measures in place to protect information in our care. We responded promptly when we became aware of this event by taking steps to secure our systems and commence a comprehensive investigation. We are also reviewing and enhancing existing policies and procedures and implementing additional safeguards to further secure the information in our systems. Additionally, we reported this event to federal law enforcement. As an added precaution, we are offering you access to <<12/24>> months of CyberScan monitoring and identity protection services for your child at no cost to you through IDX. You will find information on how to enroll in these services in the enclosed “Steps You Can Take To Protect Your Child's Personal Information.” We encourage you to enroll in these services as we are not able to do so on your behalf.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your child’s account statements and monitoring your free credit reports, if your child has a credit report, for suspicious activity and to detect errors. Please also review the information contained in the attached “Steps You Can Take To Protect Your Child's Personal Information.”

For More Information. If you have additional questions or concerns, please call our dedicated assistance line at 1-833-423-1796, from 8 a.m. to 8 p.m. Central Time. Please know we take this event very seriously and sincerely regret any inconvenience or concern it may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read "Robin Winebar". The signature is fluid and cursive, with a large initial "R" and "W".

Robin Winebar
Interim President and CNO

STEPS YOU CAN TAKE TO PROTECT YOUR CHILD'S PERSONAL INFORMATION

Enroll in IDX Identity Protection Services

Website and Enrollment. Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the deadline to enroll is November 26, 2022.

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Watch for Suspicious Activity. 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.

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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.

Monitor Your Accounts

Typically, a minor under the age of eighteen does not have credit in his or her name, and the consumer reporting agencies do not have a credit report in a minor's name. To find out if you/your minor has a credit report or to request a manual search for your/ your minor's Social Security number each credit bureau has its own process. To learn more about these processes or request these services, you may contact the credit bureaus by phone or in writing or you may visit the below websites:

Experian

Experian Child Identity
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/fraud/form-minor-child.html

TransUnion

TransUnion Child Identity
P.O. Box 2000
Chester, PA 19016
1-888-909-8872
www.transunion.com/credit-disputes/child-identity-theft-inquiry-form

Equifax

Equifax Child Identity
P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
<https://www.equifax.com/personal/education/identity-theft/child-identity-theft/>

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

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As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

Full name (including middle initial as well as Jr., Sr., II, III, etc.);

1. Social Security number;
2. Date of birth;

3. Addresses for the prior two to five years;
4. Proof of current address, such as a current utility bill or telephone bill;
5. A legible photocopy of a government-issued identification card (state driver's license or ID card, etc.); and
6. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

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For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and www.oag.state.md.us. MMH is located at 8000 W. Eldorado Parkway, McKinney, TX 75070. MCRSC is located at 6045 Alma Rd. Suite 100, McKinney, Texas 75070. MASC, now closed, was formerly located at 125 Raintree Cir. Suite 200, Allen, Texas 75013.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are two (2) Rhode Island residents impacted by this event.