

December 15, 2022

Dear

Baystate Health (“Baystate”) is committed to protecting the privacy of our patients’ information. We take patient privacy very seriously, and it is important to us that you are made fully aware of a privacy issue involving your information.

What Happened? On October 24, 2022, you reported to our Northampton Primary Care Office that your application for a parking placard and another patient’s documentation were inadvertently switched. We began a review as soon as we learned of this. We determined that on October 21, 2022, an employee of the office mistakenly put your information into an envelope addressed to another patient. We spoke with management to assist with having the documents returned.

What Information Was Involved? The information that was shared included your name, date of birth, address, diagnosis, driver’s license number and social security number.

What We Are Doing. We took the following actions in response:

- We appreciate you returning the incorrect documents on October 26th.
- We were able to get your parking placard application returned on November 2nd.
- We re-educated the employee involved about the importance of verifying that the correct information is in the correct envelope to prevent against further issues of this nature.

What You Can Do. We have no knowledge that your information has been misused in any way. However, as a precaution, we are offering you a complimentary two-year membership of Experian’s® *IdentityWorks Credit 3B*. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft. Unfortunately, due to privacy laws, we are not able to enroll you directly. **For more information on identity theft prevention and *IdentityWorks Credit 3B*, including instructions on how to activate your complimentary two-year membership, please see the additional information provided in this letter. Please note that you will be required to give your SSN to Experian for them to enroll you in the program.**

For More Information. The privacy of your information is very important to us and we sincerely regret that this occurred. If you have any questions, please do not hesitate to call our office at (413) 794-7955. You can also email me at: complianceoffice@baystatehealth.org and reference case

Sincerely,



Diane Kraus-Littlehale, CHC
Compliance Specialist

Activate *Experian IdentityWorks Credit 3B* Now in Three Easy Steps

1. ENSURE That You Enroll By: **02/28/2023** (Your code will not work after this date.)
2. VISIT the Experian IdentityWorks Web Site: <https://www.experianidworks.com/3bcredit>
3. PROVIDE Your Activation Code: **[3HSQK9VTM]**

If you have questions or need an alternative to enrolling online, please call 877-288-8057 and provide engagement # **B082345**.

Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from Experian IdentityWorks Credit 3B on any key changes in your credit report which could include new inquiries, new credit accounts, medical collections and changes to public records.

Experian IdentityWorks Credit 3B provides you with powerful identity protection that will help detect, protect and resolve potential identity theft. In the case that identity theft is detected, Experian IdentityWorks Credit 3B will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

We realize that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your Experian IdentityWorks Credit 3B membership has expired.

Your complimentary 24-month *Experian IdentityWorks Credit 3B* membership includes:

- **Credit Report:** A free copy of your Experian credit report
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE™:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial Experian IdentityWorks Credit 3B membership expires.
- **\$1 Million Identity Theft Insurance*:** As an Experian IdentityWorks Credit 3B member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Activate your membership today at <https://www.experianidworks.com/3bcredit>

or call 877-288-8057 to register with the activation code above.

Once your enrollment in ***IdentityWorks Credit 3B*** is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ***IdentityWorks Credit 3B***, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

Baystate Health

CORPORATE COMPLIANCE

280 Chestnut Street, Suite 103, Springfield, MA 01199

Telephone: 413-794-7955 Fax: 413-794-1840

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit report and credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
PO Box 740256	PO Box 9554	PO Box 6790
Atlanta, GA 30374	Allen, TX 75013	Fullerton, CA 92834
www.equifax.com	www.experian.com	www.transunion.com
1-800-525-6285	1-888-397-3742	1-800-680-7289

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. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov
1-877-438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.

Note that pursuant to Massachusetts law, you have the right to obtain a copy of any police report.

Massachusetts law allows consumers to request a security freeze. A security freeze prohibits a credit reporting agency from releasing any information from your credit report without written authorization. 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.

There is no fee for placing a security freeze on a credit report. If you are a victim of identity theft and submit a valid investigative report or complaint with a law enforcement agency, the fee will be waived. In all other instances, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze. If you have not been a victim of identity theft, you will need to include payment to the credit reporting agency to place, lift, or remove a security freeze by check, money order, or credit card.

To place a security freeze on your credit report, you must send a written request to each of the three major reporting agencies by regular, certified, or overnight mail at the addresses below:

Equifax
PO Box 740241
Atlanta, GA 30374
www.equifax.com

Experian
PO Box 9554
Allen, TX 75013
www.experian.com

TransUnion
PO Box 6790
Fullerton, CA 92834
www.transunion.com

In order to request a security freeze, you will need to provide the following information:

- 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, provide the addresses where you have lived over the prior five years.
- Proof of current address such as a current utility bill or telephone bill.
- A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.).
- If you are a victim of identity theft, include a copy of the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. 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.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (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 identity of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days 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 send a written request to each of the three credit bureaus by mail and include 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 three (3) business days after receiving your request to remove the security freeze.

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.