

Please Read This Important Notice

December 29, 2022

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Dear Mr. XXXXX,

We are writing to notify you of an incident that involves your protected health information. On December 16, 2022, Lahey Hospital and Medical Center (LHMC) learned of an incident where an employee accessed your electronic medical record without a work related purpose. The types of information access were your full name, date of birth, address, phone number, social security number, medical record number, account number, insurance number, dates of service, provider names, location of service, types of procedure or test, and reason for the procedure or test.

LHMC takes this incident and the protection of your protected health information extremely seriously and we sincerely apologize for any inconvenience or concern this situation may cause you. We conducted a thorough investigation into the incident and determined that the access to your record was not done for work purposes and remedial action has been taken.

At present, we have no reason to believe that your protected health information was used for an unauthorized purpose. However, LHMC believes that it is important for you to be fully informed of any potential risk resulting from this incident. That is why we are writing to you today. We are advising you to take a few basic steps as a precautionary measure to be extra attentive to signs of any possible misuse of your personal health information or identity.

- We recommend that you regularly review the “Explanation of Benefits” sent by your healthcare insurer. If you see any service that you believe you did not receive, please contact us at the telephone numbers listed below. You should also follow up with your healthcare insurer and healthcare provider.
- If you do not receive regular explanation of benefits statements, contact your provider or plan and request them to send such statements following the provision of services in your name or number.

- You may also want to order copies of your credit reports and check for any medical bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the telephone number on the report.
- You may also request a copy of your medical records from LHMC to serve as a baseline. I am attaching LHMC's Authorization for the Release of Protected Health Information that you may use for that purpose.
- Keep a copy of this notice for your records in case of future problems with your medical records.
- We are **attaching** a brief guide to identity theft, which includes useful resources as well as information on filing a report with the police, requesting a security freeze from the credit reporting agencies, and tips on monitoring your accounts and information for indications of identity theft.

What we are doing to protect your information:

To help protect your identity, we are offering a complimentary 24-month membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by**: 04/30/2023
- **Visit** the Experian IdentityWorks website to enroll:
<https://www.experianidworks.com/3bcredit>
- Provide your **activation code**: XXXXXXXX

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (877)890-9332 by (insert date). Be prepared to provide engagement number (insert here) as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at (877)890-9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

LHMC is committed to maintaining the privacy of all protected health information and proactively takes precautions to maintain the integrity and security of that information. We follow all applicable State and Federal laws regarding the confidentiality of patient information and we take every reasonable precaution to prevent the unauthorized use and disclosure of such information. We continually test and modify systems, while aggressively enhancing practices to secure sensitive information. In this case, LHMC has counseled the involved employee on the seriousness of this issue.

No one from LHMC will contact you by phone, e-mail or any other method to ask you for personal information. However, please be aware that people falsely identifying themselves as LHMC representatives might contact you claiming to offer assistance. I strongly urge you not to release any personal information in response to unsolicited inquiries.

If you wish to speak to someone at LHMC about this notice or have questions about what to do, you may call me directly at 781 744-9714 between 9 a.m. and 5 p.m., Monday through Friday. If I am not available to take your call, please state in your message that you are calling about this letter and I will call you back as soon as possible. Alternatively, you can contact Integrity & Compliance's main office at (617) 667-2008. Additionally, please notify me if you believe that your protected health information has been misused.

Sincerely,

Kelley McCue
BILH Integrity and Compliance
AMC Director, Compliance and Privacy Officer, LHMC

Enclosure: LHMC Guide to ID Theft
Authorization for Release of Protected Health Information

