



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



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

March 6, 2023

Dear Patient,

You are receiving this letter because the patient listed above received services from a hospital or health care provider that is a current or former member of Trinity Health. The purpose of this letter is to notify you of an incident that may impact the privacy of certain confidential information related to the patient.

Trinity Health provides information technology and billing services for its member hospitals and health care providers, including email services. Trinity Health, on behalf of Trinity Health Of New England, writes to notify you of an incident that may impact the privacy of certain information provided to us. We take this incident seriously and are providing you information about the incident, our response, and steps you can take to protect your information.

**What Happened?** On January 5, 2023, we learned of unusual activity in an employee's email account and immediately began an investigation. The investigation determined there was unauthorized access to the email account between December 16, 2022 and December 18, 2022. Therefore, we conducted a review of the contents of the account to determine the type of information contained in the email account.

**What Information Is Involved?** On February 14, 2023, we completed our review and determined the types of information that had the potential to be exposed in the email account included your name and may have included some of the following data elements: medical record number/patient ID number, encounter number, location of service, provider name and specialty, procedure name, insurance name/type, billing balance, and date of birth. For a very limited number of patients, the information may also have included address, phone number, email address, and prescription information.

**What We Are Doing.** In response to this incident, we changed the email account password and reviewed our policies and procedures related to data protection. We believe the risk of any potential misuse, including identity theft with this information, is low.

**What You Can Do.** As an additional precautionary measure, we are providing you information about resources available to you in the enclosed *Steps You Can Take to Protect Your Information*.

**For More Information.** We deeply regret any inconvenience or concern this incident may have caused you. Although we believe there is a low potential for misuse of this information, if you would like the additional support of 12 months of complimentary credit monitoring, please contact our dedicated assistance line to enroll.

Additionally, if you have questions, you may contact our dedicated assistance line at 1-833-753-4764, Monday through Friday from 9 a.m. to 9 p.m. ET (excluding major U.S. holidays).

**Español-** Si necesita más información traducida al Español, por favor llámenos al 1-833-753-4764.

Sincerely,

Monica Lareau  
Trinity Health, Privacy Official

## STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

### Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert, 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 lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you 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 your 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 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 credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver’s license or identification card); and
7. 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 fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

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|---|---|--|
| <b>TransUnion</b><br>1-800-680-7289<br><a href="http://www.transunion.com">www.transunion.com</a> | <b>Experian</b><br>1-888-397-3742<br><a href="http://www.experian.com">www.experian.com</a> | <b>Equifax</b><br>1-888-298-0045<br><a href="http://www.equifax.com">www.equifax.com</a> |
| <b>TransUnion Fraud Alert</b><br>P.O. Box 2000<br>Chester, PA 19016-2000                          | <b>Experian Fraud Alert</b><br>P.O. Box 9554<br>Allen, TX 75013                             | <b>Equifax Fraud Alert</b><br>P.O. Box 105069<br>Atlanta, GA 30348-5069                  |
| <b>TransUnion Credit Freeze</b><br>P.O. Box 160<br>Woodlyn, PA 19094                              | <b>Experian Credit Freeze</b><br>P.O. Box 9554<br>Allen, TX 75013                           | <b>Equifax Credit Freeze</b><br>P.O. Box 105788<br>Atlanta, GA 30348-5788                |

### Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to

file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

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, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.

*For Maryland residents*, the Maryland Attorney General may be contacted at 200 St. Paul Place, 16<sup>th</sup> Floor, Baltimore, MD 21202; 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us).

*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: (i) the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; (ii) the consumer reporting agencies may not report outdated negative information; (iii) access to your file is limited; (iv) you must give consent for credit reports to be provided to employers; (v) you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; (vi) and you may seek damages from violators. 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 [https://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, FTC, 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](http://www.ncdoj.gov).

*For Rhode Island residents*, the Rhode Island Attorney General may be contacted at 150 South Main Street, Providence, RI 02903; 1-401-274-4400; and [www.riag.ri.gov](http://www.riag.ri.gov). Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are 14 Rhode Island residents impacted by this incident.

*For Washington, D.C. residents*, the District of Columbia Attorney General may be contacted at 441 4<sup>th</sup> Street NW #1100, Washington, D.C. 20001; 202-727-3400, and <https://oag.dc.gov/consumer-protection>.



## **About Trinity Health**

Trinity Health, based in Livonia, Michigan, is a not-for-profit Catholic health care organization serving diverse communities across the country. We provide information technology and billing services for the following members of Trinity Health Of New England:

### **Member Organizations**

#### **Trinity Health Of New England Medical Group Massachusetts Locations (formerly known as RiverBend Medical Group)**

[www.trinityhealthofne.org](http://www.trinityhealthofne.org)

230 Main Street, Agawam, MA 01001  
444 Montgomery Street, Chicopee, MA 01020  
98 Shaker Road, East Longmeadow, MA 01028\*  
1158 Springfield St, Feeding Hills, MA 01030\*  
306 Race Street, Holyoke, MA 01040\*  
177 Dwight Street, Springfield, MA 01107\*  
305 Bicentennial Highway, Springfield, MA 01118  
175 Carew Street, Suite 110, Springfield MA 01104  
175 Carew Street, Suite 150, Springfield MA 01104  
175 Carew Street, Suite 200, Springfield MA 01104  
175 Carew Street, Suite 250, Springfield MA 01104  
175 Carew Street, Suite 300, Springfield MA 01104  
299 Carew Street, Suite 410, Springfield MA 01104  
300 Stafford Street, Suite 210, Springfield MA 01104  
300 Stafford Street, Suite 253, Springfield MA 01104  
395 Southampton Road in Westfield 01085\*  
70 Post Office Park, Wilbraham, MA 01095\*

#### **Pioneer Valley Cardiology Associates Locations**

[www.pvcardiology.com](http://www.pvcardiology.com)

300 Stafford Street Suite 101, Springfield, MA 01104  
300 Stafford Street Suites 102 and 154, Springfield, MA 01104  
2 Medical Center Drive Suite 410, Springfield, MA 01107  
9 Cranbrook Boulevard, Second Floor, Enfield, CT 06082

\*Indicates practice location is permanently closed