



CAPE COD HEALTHCARE

Lynn H. Shields, RN, BSN, MBA
Director of Clinical and Research Compliance

September 11, 2023

FEDERAL EXPRESS # [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Dear Mr. [REDACTED],

I am writing to provide formal notice to you of the disclosure of your protected health information. On August 1, 2023, your primary care office in [REDACTED] received a request to sign an order for a glucose monitor. The office staff, believing it to be a legitimate request, asked your physician (Dr. [REDACTED]) to sign the page which already listed your name, address, phone number and insurance ID number. Dr. [REDACTED] signed the form, and it was then faxed to the requester on August 3, 2023.

Notes from three (3) office visits were then requested by the person(s) committing what we now believe was fraud, and the office sent the requested notes via facsimile transmission. The notes included your medical diagnoses, test results, medications, and Dr. [REDACTED] impressions of your progress. The notes were from office visits on March 14, 2023, April 6, 2023, and July 3, 2023.

An astute medical records clerk alerted a practice administrator on August 28th that the request could be an attempt to have your insurance company pay for something you may not need or a way to gather information about you to commit other insurance fraud. A clerk from medical records spoke to your daughter on August 28th to make her aware of the issue. The practice administrator arranged for your insurance company to be alerted via a Members Fraud Line, which also was done on August 28, 2023.

A list of all the data elements about you from those pages is noted here:

- Name
- Date of Birth
- Address

17 East Main Street
West Yarmouth, MA 02673
Phone 508-862-5812
Cell 508-221-7756
Fax 508-862-7930
LShields@capecodhealth.org

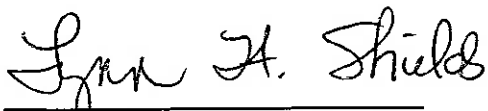
- Home phone number
- Medical Record Number
- [REDACTED] Insurance ID number

Our toll-free number, should you want to pursue a one-year LifeLock subscription or have any questions is 1-800-892-9205. This incident, without using your name, has been reported to the Office for Civil Rights in keeping with applicable federal requirements, to the Massachusetts Attorney General's Office of Consumer Protection and to the Massachusetts Director of the Office of Consumer Affairs and Business Regulation, all in keeping with applicable state reporting requirements. Additionally, the practice administrator held an educational session with all our practice managers to alert them to this apparent fraud.

I apologize to you on behalf of [REDACTED] and the Medical Affiliates of Cape Cod. We take our compliance obligations very seriously and continuously strive to make sure that our employees are doing their best to safeguard protected health information from any form of improper disclosure.

Should you have any follow-up questions or concerns, please feel free to contact at your convenience using the information on page one of this letter.

Sincerely,



Lynn M. Shields, RN, BSN, MBA
Director of Clinical and Research Compliance