



Ascension St. Vincent's

[Patient Name]

[Address]

Date

Activation Code

Dear [Name],

We are writing to tell you about an incident that affected some of your protected health information, or PHI. On August 15, 2022, we were alerted to a security event involving Ascension St. Vincent's Coastal Cardiology's legacy systems including the electronic medical record ("EMR"). Upon discovery, we immediately secured the legacy network, but unfortunately not before some of the information was encrypted by ransomware. We take the privacy and security of your information very seriously and we sincerely apologize for this incident. Please know that Ascension's networks and Coastal Cardiology's current (active) medical record system were not affected by this incident.

Upon discovery of this incident we took immediate actions to investigate. We hired a third-party forensic team to assist us with investigating how the perpetrators gained access to encrypt the information. Additionally, we notified law enforcement about the event and will continue to cooperate with them. Our investigation has determined that an unauthorized third-party accessed systems within the legacy Coastal Cardiology network. The primary purpose of the legacy network was to retain data, including patient information, to meet regulatory requirements but it was not used for current business operations. At this time, based on our investigation, we do not believe that any information was removed from the systems affected by this event or that it has been misused or shared by the perpetrators.

Unfortunately, because the information was encrypted and we are unable to access it, we are unable to tell you exactly what information was affected. However, the legacy EMR would have contained all of your personal information and treatment records related to your visits at Coastal Cardiology prior to October 5, 2021. This includes your demographic information such as your name, address, email address, phone number, and insurance information, as well as your Social Security number (if you provided), clinical information, and billing and insurance information.

Although there is no indication that your information has been misused, we are offering a complimentary two-year 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: December 29, 2022 (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: www.experianidworks.com
- Provide your activation code: [code]

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 (855) 896-4449 by December 29, 2022. Be prepared to provide engagement number as proof of eligibility for the identity restoration services by Experian. Please find additional information about



Ascension St. Vincent's

Experian Identity Works at the end of this letter. You can also review the enclosed information about additional ways to protect yourself from credit or identity theft and how to place holds on your accounts.

We take the protection and safeguarding of our patient information seriously and we have taken steps to ensure a similar incident does not happen again. Ascension initiated a security risk assessment, realigned staff responsibilities, removed access rights to the legacy system and retrained associates. We will also report this incident to the Office for Civil Rights in accordance with our obligations under the HIPAA Rules.

We sincerely apologize for any stress or inconvenience this incident may have caused. If you have any questions regarding this issue or you would like further information or assistance, please reach out to our dedicated call center team at [\[Call Center info will go here.\]](#)

Sincerely,

Peggy Panos
Compliance Senior Director



Ascension St. Vincent's

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 (855) 896-4449. 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 one year 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.



Ascension St. Vincent's

Additional Information

We are also providing the below information as ways you can monitor your information from fraud, including how to place fraud alerts and security freezes on your accounts/information.

Consumer Reporting Agencies

You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. Once you receive your credit reports, verify the information is correct and review them for differences. 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 company.

You may also purchase additional copies of your credit report or place a 90-day fraud alert on your credit file if you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the lender should take steps to verify that you have authorized the request. If the creditor cannot verify this, the request should not be satisfied. A fraud alert placed with one agency will be shared by that credit reporting agency with the other two agencies (i.e., you only need to request a fraud alert with one of the below agencies).

You can also place a security freeze on your credit report which will prevent lenders and others from accessing your credit report entirely, which also prevents them from extending credit. With a security freeze in place, you will be required to take special steps when you wish to apply for any type of credit. This process is completed by contacting each of the credit reporting companies separately (i.e., you must request a security freeze from each of the below agencies).

Equifax: P.O. Box 740241, Atlanta, GA 30374, 1-800-685-1111, www.equifax.com
Experian: P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com
TransUnion: P.O. Box 2000, Chester, PA 19016, 1-800-680-7289 (fraud alerts), 1-888-909-8872 (credit freeze),
www.transunion.com

Federal Trade Commission

You can contact the FTC regarding fraud alerts or security concerns at:

- Address: Bureau of Consumer Protection, Federal Trade Commission, 600 Pennsylvania Ave., NW, Washington, DC 20580
- Phone: (202) 326-2222 or the Consumer Response Center toll free at 1-877-FTC-HELP (1-877-382-4357)
- Website: <https://www.ftc.gov/contact>