

October XX, 2018

Name  
Address Line  
City, State Zip

RE: NOTICE OF DATA BREACH

Dear Name:

Coventry Health Care Workers' Compensation, Inc. ("Coventry") learned of a data breach involving your personal information. Our records indicate that you have a current or past workers' compensation claim managed by Helmsman Management Services. Helmsman has asked Coventry to inform you of this data breach.

**What Happened?**

Advanced Medical Reviews (AMR) is an independent peer review organization, which Coventry utilizes to perform medical necessity determinations and appeals of adverse determinations in connection with workers' compensation claims. Such reviews are performed by specialist physicians with whom AMR contracts on a fee basis, and who are randomly assigned cases to review.

On April 18, 2018, we were advised by AMR that a peer reviewer with whom AMR had contracted to perform reviews, Mr. Spyros Panos, had been arrested and charged with fraudulently impersonating a licensed physician. Mr. Panos, a formerly licensed orthopedic surgeon, had assumed the identity of another licensed orthopedic surgeon, had contracted with AMR posing as that surgeon, and had performed a number of case reviews on AMR's behalf. These reviews occurred during the periods from approximately September 2013 to March 2014 and from November 2016 to August 2017.

Immediately upon learning of this incident, we initiated contact with AMR, AMR's corporate owner, and their legal counsel. Upon receipt of additional information from AMR, we discovered that, as a part of the claim review process, AMR disclosed your personal information to Mr. Panos.

**What Information Was Involved?**

For the purpose of reviewing your claim, AMR may have made the following types of personal information about you available to Mr. Panos: full name, home address, claims information, provider name, medical request information and services provided. Please note, your Social Security number may have been included in the medical records provided by your treating provider and accessed by Mr. Panos.

**What We Are Doing.**

We are working with AMR to receive assurances that this will not happen again. As a reminder, we are notifying you on behalf of Helmsman. Please call the number below for additional information.

**What You Can Do.**

We are not aware of any evidence that your personal information was misused. Nevertheless, should always remain vigilant by reviewing your account statements for any unauthorized activity. AMR has

also arranged to offer you a complimentary two-year membership in AllClear ID identity protection services.

The following identity protection services start on the date of this notice (above) and you can use them at any time during the next 24 months. Please see the following instructions regarding the services available and enrollment requirements:

AllClear Identity Repair: This service is automatically available to you with no enrollment required. If a problem arises, simply call **(855) 756-9486** and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

AllClear Fraud Alerts with Credit Monitoring: This service offers the ability to set, renew, and remove 90-day fraud alerts on your credit file to help protect you from credit fraud. In addition, it provides credit monitoring services, a once annual credit score and credit report, and a \$1 million identity theft insurance policy. To enroll in this service, you will need to provide your personal information to AllClear ID. You may sign up by calling **(855) 756-9486** or by going online at enroll.**allclearid.com** using the redemption code provided: <Insert Code here>

Please note: Following enrollment, additional steps are required by you in order to activate your phone alerts and fraud alerts, and to pull your credit score and credit file. Further, additional steps may be required in order to activate all of your monitoring options.

**For More Information.**

You may obtain additional information by contacting AllClear at **(855) 756-9486**.

Sincerely,

Coventry Health Care Workers Compensation, Inc.