



Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

<<mail id>>
<First Name> <Last Name>
<Address 1>
<Address 2>
<City>, <State> <Zip>

<<Date>>

Dear <First Name> <Last Name>:

Asante is committed to protecting the security and confidentiality of its patients' information. Regrettably, we are writing to inform you of an incident involving some of that information.

On October 17th, 2016, we determined that an employee had inappropriately accessed certain Asante electronic patient records. We immediately began an investigation. While Asante cannot provide details regarding the outcome of this internal investigation, we can assure you that we applied our employment policies and processes appropriately. A final audit of the employee's actions showed that the employee inappropriately accessed records from June 23rd, 2014- October 22nd, 2016. Through our investigation, we determined that the employee may have inappropriately accessed records that included your name, date of birth, medical record number, medications, diagnosis, and lab results. The inappropriately accessed information did not contain your Social Security number or other financial or account information.

To date, we have no evidence that any patient information has been misused, nor do we have any reason to believe that the information will be misused in the future. However, as a precaution, we wanted to notify you regarding this incident and assure you that we take it very seriously.

We deeply regret any concern this may cause you. To help prevent a similar incident from occurring in the future, we are re-educating workforce members on appropriate access to protected health information and will continue to audit employee access to patient information. If you have any questions, please call 1-866-487-6522, Monday through Friday, between 6:00 a.m. and 6:00 p.m. Pacific Time (closed on U.S. observed holidays).

Sincerely,

A handwritten signature in cursive script that reads "Andrea TenBrink".

Andrea TenBrink
Privacy Officer | Asante

More Information About Ways to Protect Yourself

We recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every 12 months. To order your credit report, please visit www.annualcreditreport.com or call toll free at 877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax

P.O. Box 740241
Atlanta, GA 30374
www.equifax.com
(800) 685-1111

Experian

P.O. Box 2002
Allen, TX 75013
www.experian.com
(888) 397-3742

TransUnion

P.O. Box 2000
Chester, PA 19016
www.transunion.com
(800) 680-7289

If you believe that you are the victim of identity theft or have reason to believe that your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Office of the Attorney General in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/idtheft
1-877-438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.