



Comprehensive Cancer Care Network

July 12, 2019

Dear Sample A Sample:

We are writing to let you know that Cancer Treatment Centers of America® (CTCA) at Eastern Regional Medical Center recently learned about a security incident that may have involved certain personal information about you.

On June 6, 2019, we identified suspicious activity on a CTCA user's email account. We promptly opened an investigation and retained a nationally recognized forensics firm to assist us. The investigation identified suspicious activity associated with the CTCA user's account between May 4 and May 15, 2019. The CTCA user's password had been changed on May 16, 2019, after which the previous email credentials could no longer be used to access the email account. However, because we were unable to rule out the possibility that an unauthorized user accessed personal information, we are notifying you of this event. Information in the affected mailbox included your name, and may have also included your phone number, address, date of birth, medical record number or similar identifier, health insurance information, and/or medical information. Your financial information and Social Security Number were not involved.

As a precaution to protect against potential misuse of your health information, we recommend that you regularly monitor any explanation of benefits statements that you receive from your health plan, to check for any unfamiliar health care services. If you notice any health care services that you did not receive listed on one of these statements, please contact your health plan.

We take our responsibility to safeguard your personal information seriously and remain committed to protecting patient privacy and security. We are evaluating potential security enhancements and continuing to educate our workforce about common security threats to help ensure this does not happen in the future. If you have any questions about this situation, please do not hesitate to contact our dedicated assistance line at 884-944-2743, Monday to Friday 8:00 AM to 10:00 PM CST and Saturday and Sunday 10:00 AM to 7:00 PM CST, reference code B0204.

Sincerely,

A handwritten signature in black ink, appearing to read "T. E. Flanigan".

Timothy E. Flanigan
Chief Legal Officer