



Doctors' Management  
Service, Inc.

<<Date>> (Format: Month Day, Year)

<<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip>>

### **Notice of Data Security Incident**

Dear <<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>,

Doctors' Management Service, Inc. ("DMS") provides practice management services to physician and hospital clients including medical billing services. Your medical care provider is a client of DMS listed at the end of this letter, and your personal health information was shared by your medical care provider with DMS in order to assist with billing.

We are writing to tell you about a recent incident that impacted our computer system that may have exposed your personal health information, including your name, address, date of birth, Social Security number, driver's license number, insurance and Medicare/Medicaid information and numbers, and medical information, including some sensitive diagnostic information, to unauthorized access. **At this time our investigation has not uncovered any evidence of unauthorized access to, use of, or exfiltration of any patient data.** We are providing this notice to you as a precautionary measure, to inform you of the incident and to explain steps that you can take to protect your information.

We notified your medical care provider of this issue and we are now providing this notification to you as required under the Health Insurance Portability and Accountability Act ("HIPAA") on behalf of your medical care provider.

### **What Happened**

On December 24, 2018, DMS first noticed technical issues with our computer network. We immediately began an investigation to identify what had happened and how it happened. Through our investigation we discovered that encryption malware was affecting our server. Leading forensic investigators joined our investigation to determine the full nature and scope of the incident. We worked closely with them so they could conduct a thorough review of available forensic evidence to determine whether any of the data on the server was subject to unauthorized access or exfiltration as a result of this incident. To date our investigation has determined the following:

- Our server became encrypted with the GandCrab variant of ransomware.
- Initial unauthorized access to the DMS network took place on April 1, 2017 through Remote Desktop Protocol (RDP) on a DMS workstation. We did not detect any unauthorized access to our server until ransomware was used to maliciously encrypt our files. We did not pay the ransom, but instead were able to restore all data through our backups.
- On February 15, 2019, our forensic investigator reported that while the investigation could not determine whether personal health information was actually viewed or downloaded that type of activity could not be ruled out. In an abundance of caution a thorough review of all information maintained by DMS in the impacted server at the time of the incident was performed to identify any personal information present.
- Our forensic investigator contacted law enforcement and we worked with the investigator to complete our investigation.

### **What We Are Doing About It**

Since discovering the breach, we have changed our network security system to limit access to our systems from outside of our network and to improve our network security. DMS, in conjunction with outside information security experts, is working to help prevent similar occurrences in the future. We will also continue to educate our staff on cyber best practices. In addition, consistent with our compliance obligations and responsibilities, we are providing notice of this incident to the U.S. Department of Health and Human Services.

In addition, we are offering the following services to you at no charge:

1. **Credit Monitoring.** We are offering you a complimentary one-year membership to Experian IdentityWorks<sup>SM</sup> Credit 3B. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediately identifying and resolving identity theft. IdentityWorks<sup>SM</sup> Credit 3B is completely free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and IdentityWorks<sup>SM</sup> Credit 3B, including instructions on how to activate your complimentary one-year membership, please see the additional information attached to this letter.
2. **Identity Restoration.** If you believe there was fraudulent use of your information or identity theft, and would like to discuss how to resolve those issues, you may reach out to an Experian agent. If after discussing your situation with an agent it is determined that identity restoration support is needed, an Experian Identity Restoration agent will be available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting creditors 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 offer 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](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

### **What Can You Do**

As a precautionary measure, we advise you to take appropriate steps to protect your information. We recommend that you utilize the free credit monitoring service described above and remain vigilant to the possibility of fraud and identity theft by reviewing and monitoring your account statements and free credit reports for any unauthorized activity. If you suspect unauthorized or suspicious activity, you should immediately contact your credit card company, financial institution, the credit bureaus, and/or law enforcement, or utilize the above-described Identity Restoration service.

### **For More Information**

If you need more information about the breach or have other questions please call our toll free hotline number 1-866-535-9061, Monday through Friday, from 9:00 a.m. to 6:30 p.m. EST and we will work with you on next steps.

We apologize for the inconvenience and concern that this incident may have caused. We take the security of patient information very seriously and are committed to protecting all data in our care.

Sincerely



Timothy DiBona  
Chief Executive Officer  
Doctors' Management Services, Inc.

### **List of Medical Providers**

Anjum Baqai Associates	Today's Wellness PLLC	Saxony Primary Care PLLC
Arcangel Neurological Consultants	Incare LLC	Sports Medicine Health LLC
AT Care PLLC	Pricipes Medical Group	Surgical Group of Norwood
AUM Healing Center	Joseph Schwartz PLLC	The Wholeness Center
Bell Mental Health Associates	Neuro Institute of New England	Theresa M Smith Practice
Beverly Surgical Associates	New England Reconstructive & Aesthetic	Thompson Medical Associates
Bhealthy Primary Care	Northwoods Surgical, PLLC	WLB Rehabilitation Medicine
First Choice Community Medical Services	Pathways Healthcare LLC	Heywood Athol Inpatient Specialists PLLC
Holy Family Medical Specialty	Peaceful Soul	Winchester Hospital Inpatient Specialists
Lowell General Inpatient Specialists	Personalized Medicine	Dutch Connection LLC
NE Pulmonary & Sleep	Pinnacle Medical Group	New England Community Medical Services
New England Inpatient Specialists	Post Acute Cardiology	
New England Pulmonary & Sleep Specialists	Precision Surgical Specialists of Lowell	
	Premiere Care	

## EXPERIAN IDENTITYWORKS<sup>SM</sup> CREDIT 3B

To help protect your identity, we are offering a **complimentary** one-year membership of Experian IdentityWorks<sup>SM</sup> Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

### Activate IdentityWorks<sup>SM</sup> Credit 3B Now in Three Easy Steps

1. ENROLL by: <<ClientDef1(Date)>> (Your code will not work after this date)
2. VISIT the **Experian IdentityWorks** website to enroll: [www.experianidworks.com/3bcredit](http://www.experianidworks.com/3bcredit)
3. PROVIDE the **Activation Code**: <<Member ID>>

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 877-288-8057. Be prepared to provide engagement number <<ClientDef2(Engagement Number)>> as proof of eligibility for the identity restoration services by Experian.

### **ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS<sup>SM</sup> CREDIT 3B MEMBERSHIP:**

A credit card is **not** required for enrollment in Experian IdentityWorks<sup>SM</sup> Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **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.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance<sup>\*\*</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**Activate your membership today at [www.experianidworks.com/3bcredit](http://www.experianidworks.com/3bcredit)  
or call 877-288-8057 to register with the activation code above.**

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

**MORE INFORMATION ABOUT IDENTITY THEFT  
AND WAYS TO PROTECT YOURSELF**

You can obtain additional information about fraud alerts, security freezes, and preventing identity theft from the Federal Trade Commission by calling its identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information online at [www.consumer.ftc.gov/features/feature-0014-identity-theft](http://www.consumer.ftc.gov/features/feature-0014-identity-theft). Federal Trade Commission, Division of Privacy and Identity Protection, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

**National Credit Reporting Agencies Contact Information**

**Equifax**

P.O. Box 105788  
Atlanta, GA 303481  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

**Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**

P.O. Box 2000  
Chester, PA 19022  
1-888-909-8872  
[www.transunion.com](http://www.transunion.com)

**Obtain Your Credit Report**

You should also monitor your credit reports. You may periodically obtain your credit reports from each of the national consumer reporting agencies. If you discover inaccurate information or a fraudulent transaction on your credit report, you have the right to request that the consumer reporting agency delete that information from your credit report file.

In addition, under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide consumer reporting agencies listed above. You may obtain a free copy of your credit report by going to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by calling (877) 322-8228. You also may complete the Annual Credit Report Request Form available from the FTC at [www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf](http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You may also contact any of the three major consumer reporting agencies to request a copy of your credit report.