



Comprehensive Cancer Care Network

[First\_Name] [Last\_Name]  
[Address\_Line\_1]  
[Address\_Line\_2]  
[City], [State] [Zip]

November 26, 2018

Dear [First\_Name] [Last\_Name],

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

On September 26, 2018, we discovered that, for a brief period, an unauthorized user accessed the email account of one of our employees due to a “phishing” attack. The employee had provided their network log-in credentials in response to a fraudulent email that appeared to come from a CTCA® executive. We promptly opened an investigation and retained a nationally recognized forensics firm to assist us in this matter. The investigation determined that it was possible for the unauthorized user to access information in the email account for only a short time on May 2, 2018. The investigation further confirmed that, within hours of the phishing attack, the employee’s password had been changed at the direction of the CTCA Information Technology Department, after which the compromised credentials could no longer be used to access the email account. However, we were unable to determine whether the unauthorized user actually accessed any personal information, which is why we are notifying you of this event. The personal information included your name and may have also included your address, date of birth, email, phone number, and/or medical information, such as your medical record number, facility, treatment dates, physician name, cancer type, and/or health insurance information. Your social security number was **not** included, and **no** financial information was 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 have provided additional education to our workforce about how to identify suspicious emails 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 1-877-441-2645 from 8 a.m. – 8 p.m. CT, Monday through Saturday (excluding major U.S. holidays).

Sincerely,

Tami Horton

Chief Privacy Officer

14200 W. Celebrate Life Way, Goodyear, AZ 85338  
cancercenter.com