



Processing Center • P.O. BOX 141578 • Austin, TX 78714



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JOHN Q. SAMPLE
1234 MAIN STREET
ANYTOWN US 12345-6789

May 19, 2017

Ref #: XXXXXXXX

Dear Valued Parent/Patient:

We are writing to inform you of an incident involving your or your child's personal information. On March 23, 2017, Children's Mercy's information security department discovered an unauthorized website that contained certain patient information. The information had been collected by one of our physicians who was using the website in an effort to create an educational resource. Although the physician believed that all individual information contained in the website was password protected and inaccessible, unfortunately the website's security controls did not meet our standards and the information could have been accessed by unauthorized third parties. Promptly following discovery, we took down the website. The website was not owned or authorized by Children's Mercy or on our network, and storing patient information on the website violated Children's Mercy's policies.

Although we are not aware of any misuse of the patient information, we are notifying affected patients. The categories of information varied, but may have included first and/or last name, medical record number, gender, date of birth, encounter number, age, height, weight, body mass index, admission date, discharge date, procedure date, diagnostic and procedure codes, and brief notes.

Social Security numbers, addresses, telephone numbers, insurance information, credit card numbers, photographs and other images were NOT included in this information.

We want to make you aware of steps you may take to guard against identity theft or fraud. Please review the enclosed "How to Protect My Information."

As an added precaution, we have arranged to have AllClear ID protect your/your child's identity for 12 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 12 months.

AllClear Identity Repair: This service is automatically available with no enrollment required. If a problem arises, simply call 1-855-836-1509 and a dedicated investigator will help recover financial losses, restore credit and make sure your/your child's identity is returned to its proper condition.

AllClear Credit Monitoring: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. For a child under 18 years old, AllClear ID ChildScan identifies acts of credit, criminal, medical or employment fraud against children by searching thousands of public databases for use of your child's information. To use this service, you will need to provide your/your child's personal information to AllClear ID. You may sign up online at enroll.allclearid.com or by phone by calling 1-855-836-1509 using the following redemption code: Redemption Code.



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Please note: Additional steps may be required by you in order to activate your phone alerts and monitoring options.

If you wish to speak to someone concerning this matter please call our dedicated assistance line, Monday through Saturday, 8 am – 8 pm CT, at:

1-855-836-1509

Information may also be found at childrensmercy.org/May2017.

You also have the right to file a complaint with the Department of Health and Human Services, Office of Civil Rights, Region VII. To do so, go to: <http://www.hhs.gov/ocr/privacy/hipaa/complaints/index.html>. For additional information on how to protect your personal information, please see the attached information entitled "How to Protect My Information."

We take the protection of personal information seriously and have taken and will continue to take steps to prevent any such incidents involving personal information, including re-education and re-training of key staff to ensure full compliance. These steps are in addition to our mandatory ongoing education for all employees regarding the privacy of patient information.

Please accept our deepest apologies for this incident. We sincerely regret any inconvenience or concern this has caused.

Sincerely,



Shelli Crocker, MA, CISSP
Information Security Compliance Officer
Corporate Compliance
Children's Mercy Kansas City
2401 Gillham Road
Kansas City, MO 64108

How to Protect My Information

State law allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. Please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any request you make for new loans, credit, credit or debit cards, mortgages, employment, housing or other services.

If at any time you become a victim of identity theft and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

Credit Report Security Freeze Instructions

To place a security freeze on your credit report, you must send a written request to **each** of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by regular, certified, or overnight mail at the addresses below:

Equifax Security Freeze, P.O. Box 105788, Atlanta, GA 30348

Experian Security Freeze, P.O. Box 9554, Allen, TX 75013

TransUnion Security Freeze, Fraud Victim Assistance Department, P.O. Box 6790, Fullerton, CA 92834

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are victim of identity theft, a copy of either a police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If you are not a victim of identity theft, a payment of \$5.00 by check, money order, or credit card (Visa, MasterCard, American Express or Discover only) for the freeze. Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual to access your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and Social Security number) **and** the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and Social Security number) **and** the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.



Identity Theft — FTC Contact Information

If you believe you may have been a victim of identity theft, you may also file a complaint with the Federal Trade Commission at: www.ftc.gov/idtheft or at 1-877-ID-THEFT (877-438-4338).

Here are a few warning signs to help you determine that whether your personal information may have been used by someone else:

- Receiving a bill for services you did not purchase or receive never used
- Being contacted by a debt collector about debt you do not owe
- Seeing collection notices on your credit report that you do not recognize

If you believe someone else may have used your information, you may wish to consider taking additional steps which are outlined on the Federal Trade Commission's website at www.ftc.gov.