

**COMMUNITY LINK, INC.**

formerly CCCW, ContinUs, & WWC

28526 US Hwy 14  
Lone Rock, WI 53556

June 30, 2017

A-3580

Re: HIPAA Notification

Dear \_\_\_\_\_,

Community Link, Inc. (CLI) is committed to protecting the confidentiality of our member's health and personal information. Regrettably, I am writing to advise you of an incident involving that information.

On May 3, 2017, our Information Technology Security Team discovered that an unauthorized party had gained access to one of our employee's work email accounts. We immediately locked down the email account and began an investigation which showed that the actor had access to the employee's email account from 9:49 a.m. until 1:52 p.m. on May 3, 2017. An email contained in the employee's account contained your information including your first and last name and social security number.

While we have no evidence that your information was ever accessed or used in any way, out of an abundance of caution, we are offering you a free one-year membership of Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. **For more information on identity theft prevention and ProtectMyID Alert, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.**

I apologize for this incident and any inconvenience or concern this may cause you. To help prevent something like this from happening in the future, we are implementing additional security measures for the access of email and use of mobile devices, requiring additional password protection on spreadsheets containing protected health information and conducting refresher training with staff on privacy and security policies and procedures. Should you have any questions or concerns regarding this incident, please feel free to contact 1-855-878-8555, from 8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday.

Sincerely,



Tony Ring  
Director of Compliance

### Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: 10/1/17 (Your code will not work after this date.)
2. VISIT the ProtectMyID Web Site to enroll: <http://www.protectmyid.com/redeem>
3. PROVIDE Your Activation Code:

If you have questions or need an alternative to enrolling online, please call 877-288-8057 and provide engagement #:

#### ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment. Once your PROTECTMYID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax<sup>®</sup> and TransUnion<sup>®</sup> credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identify Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
  - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE<sup>™</sup>, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance\*:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Activate your membership today at <http://www.protectmyid.com/redeem>  
or call 877-288-8057 to register with the activation code above.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, 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.

Even if you choose not to take advantage of the identity theft protection services we are offering, 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](http://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](http://www.equifax.com)  
(800) 685-1111

**Experian**

P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
(888) 397-3742

**TransUnion**

P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)  
(800) 680-7289

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should contact the Federal Trade Commission and/or your state attorney general. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
(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.

\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of 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.