

[Date]

Insert Name

Insert address

Insert city, state, zip

Dear [Insert name]:

CHI Health Orthopedics Clinic (Lakeside) at 16909 Lakeside Hills Court, Medical Office Bldg. One, Suite 208, Omaha, NE 68130, formerly known as Lakeside Orthopedic Clinic, PC, is committed to protecting the security and confidentiality of our patient's protected health information. Regrettably, we are writing to inform you of a recent security event that may have impacted your information.

On August 1, 2019, the clinic discovered that a database containing older electronic health records from the original clinic, Lakeside Orthopedics PC, had been locked (encrypted) by a sophisticated software program designed to block access to the information in the database until a sum of money was paid. This type of software is often referred to as "ransomware." Ransomware incidents of this nature are different from other data security incidents in that the data remains within the database.

Upon discovery of the situation, we immediately started investigating with the support of leading forensics and network consultants, and the investigation is still ongoing. Thankfully, daily patient care has not been compromised in any way because the current electronic health record system is on a separate network and was not affected by the ransomware.

The investigation has confirmed that the event was limited to the older electronic health record system of Lakeside Orthopedic Clinic PC. This system contains old records and patient information for those patients who were seen at **Lakeside Orthopedic Clinic PC**, prior to April 2016,

After taking the appropriate precautions to secure the impacted databases, we have recovered the information and it is now accessible to our staff. We have also moved the database to an internal only server, with no internet connection. In addition, we have updated the security controls on the system, and reissued access credentials to staff who need to use the information.

While we have no evidence that any information has been improperly accessed or transmitted outside of our system as a result of this event, out of an abundance of caution we want to make you aware of the situation. The health information involved may include demographics such as your name, date of birth, social security number, phone number, address, and medical information, including diagnosis and treatment from visits that you had with Lakeside Orthopedic PC prior to April 2016.

In order to assist you with protecting your personal information, we are offering you a complimentary one-year credit-monitoring membership with Experian's IdentityWorksSM Credit

3B. 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. IdentityWorksSM Credit 3B is completely free to you and enrolling in this program will not hurt your credit score. Unfortunately, privacy laws prevent us from enrolling you directly. **For more information on identity theft prevention and IdentityWorksSM Credit 3B, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.** We have also established a dedicated call center to help answer questions you may have at *****-***-****,(Kroll call center #)** Monday – Friday from 8:00 am – 5:00 pm **(check with Kroll on time zones)**

Again, we take the privacy of our patient's information very seriously and apologize for this incident and any inconvenience or concern that it may cause.

Sincerely,

Margaret McManus

Margaret McManus, MAML, CIPP
Division Privacy Officer, Nebraska and Fargo
margaretmcmanus@catholichealth.net

INSTRUCTIONS FOR PROTECTING YOUR INFORMATION

To help protect your identity, we are offering a **complimentary** one-year membership of Experian IdentityWorksSM 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 Credit 3B Now in Three Easy Steps

1. ENROLL by: **INSERT ENROLLMENT DATE** (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll:
<https://www.experianidworks.com/3bcredit>
3. PROVIDE the **Activation Code: INSERT INDIVIDUAL ACTIVATION CODE**

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 **INSERT Experian Engagement Code** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks 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. Offline members will be eligible to call for additional reports quarterly after enrolling.
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at
<https://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 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**.

CREDIT MONITORING INFORMATION

Even if you choose not to take advantage of this free credit monitoring service, 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. To order your credit report, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax, PO Box 740256, Atlanta, GA 30348, www.equifax.com, 1-800-685-1111
Experian, PO Box 4500, Allen, TX 75013, www.experian.com, 1-888-397-3742
TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-888-4213

Note: Credit monitoring is not provided by the agencies for deceased individuals.

IDENTITY THEFT INFORMATION

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov
1-877-438-4338

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 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.