



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

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country >>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Spectrum Healthcare Partners ("SHCP") values the privacy and confidentiality of our patients' information. Regrettably, this letter is regarding a recent incident that may have involved some of your personal information. You may have previously received medical services from Central Maine Orthopaedics, a part of SHCP.

On November 14, 2019, we determined that an unauthorized individual gained access to one of our employee's email accounts on November 5, 2019. We immediately took steps to secure the email account and began an investigation. We performed a comprehensive review of the contents of the email account, and determined that some of your information may have been contained within this employee's email account, which may have included your name, date of birth, address, amounts owed to Central Maine Orthopaedics, your health insurance information, and other clinical and treatment information related to your care at Central Maine Orthopaedics.

We have no indication that any of your information has been misused. However, in an abundance of caution, we are notifying you of this incident and assure you that we take it very seriously and are taking actions to strengthen our security from outside risks. We recommend that you review the statements you receive from your healthcare provider and insurer. If you see services you did not receive, please contact the provider or insurer immediately. A list of trusted SHCP billing partners can be found at www.spectrumhcp.com.

We regret any concern or inconvenience this incident may cause you. To help prevent something like this from happening again, we are reviewing and further strengthening our internal IT security policies and procedures, providing more stringent security training for our staff and implementing enhanced technical controls. If you have questions, please call 1-844-987-1205, 9:00 a.m. to 6:30 p.m., Monday through Friday, Eastern Time.

Sincerely,

A handwritten signature in black ink, appearing to read "Geoff Tolzmann", written over a white background.

Geoff Tolzmann
Designated Compliance Officer