

NOTICE OF DATA EVENT

May 22, 2020

Everett & Hurite Ophthalmic Association (“EHOA”) is posting the following statement to inform our patients of a recent event that could potentially affect the security of certain information. EHOA takes this incident very seriously and we regret any inconvenience or concern this incident may cause.

What Happened? On March 23, 2020, EHOA became aware of unusual activity related to an employee email account. EHOA immediately took steps to prevent potential unauthorized access by changing passwords and beginning an investigation with the assistance of third-party forensic specialists. Through this investigation, EHOA determined that a single employee email account was accessed without authorization between February 25, 2020 and March 25, 2020. While the investigation did not determine that specific information within the account was actually viewed by an unauthorized party, EHOA engaged in a comprehensive review of the email account to identify any personal and health information that could have been accessible in the account during this time. Through this process, EHOA determined that personal and health information was present in the email account at the time of the incident. To date, EHOA is unaware of any actual or attempted misuse of this information as a result of this incident.

What Information Was Involved? The investigation determined that at the time of the incident the email account contained patient data, the majority of which was limited to first and last names contained on an internal report for purposes of reporting to the Centers for Medicaid and Medicare Service (CMS). Certain individuals may have had other additional health information contained in the email account including, date of birth, financial information, health insurance information, Social Security number, medical information, and treatment information.

What We Are Doing. EHOA takes this incident and the security of personal information in its care seriously. Upon learning of this incident, EHOA moved quickly to investigate and respond to this incident, assess the security of its systems, and notify potentially affected individuals. EHOA’s response included notifying law enforcement of the event, resetting all employee’s email credentials, reviewing the contents of the affected email account to determine whether it contained sensitive information, and reviewing internal systems and records to identify contact information for the purpose of providing notice to potentially affected individuals. As part of EHOA’s ongoing commitment to the security of information, EHOA is also reviewing and enhancing its existing policies and procedures and its employee training programs to reduce the likelihood of a similar future event.

Individuals that were determined to be potentially impacted by this event will receive written notice of the event by mail if a valid address existed.

What Can You Do? EHOA encourages individuals to remain vigilant against incidents of identity theft and fraud and to review account statements and explanation of benefits for suspicious activity.

Under U.S. law individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order a free credit report, individuals may visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Individuals may also contact the three major credit bureaus directly to request a free copy of a credit report.

Individuals have the right to place a “security freeze” on a credit report, which will prohibit a consumer reporting agency from releasing information in a credit report without express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in a person’s name without consent. However, be aware that using a security freeze to take control over who gets access to the personal and financial information in a credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application a person makes regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, a person cannot be charged to place or lift a security freeze on a credit report. Should a person wish to place a security freeze, they may contact the major consumer reporting agencies listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/freeze/center.html

TransUnion

P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872

www.transunion.com/credit-freeze

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111

www.equifax.com/personal/credit-report-services

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

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If a person has moved in the past five (5) years, the addresses they 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 a person is a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, individuals have the right to place an initial or extended “fraud alert” on a file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If an individual is the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should a person wish to place a fraud alert, they may contact any one of the agencies listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-680-7289

www.transunion.com/fraud-alerts

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008

www.equifax.com/personal/credit-report-services

Additional Information

Individuals can obtain additional information regarding identity theft, fraud alerts, security freezes, and the steps that can be taken to protect themselves by contacting the consumer reporting agencies, the Federal Trade Commission, or the individual's relevant state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Individuals can obtain further information on how to file such a complaint by way of the contact information listed above. Individuals have the right to file a police report if they experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, individuals will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General.

For More Information. We understand that you may have questions about this incident that are not addressed in this statement. If you have additional questions, please call our dedicated assistance line at 855-917-3518 between 9:00 am and 9:00 pm Eastern Time Monday through Friday excluding major U.S. holidays.