



January 21, 2014

Attorney General Joseph Foster  
Office of the Attorney General  
33 North Capitol Street  
Concord, NH 03301  
Re: Data Disclosure Notification

Dear Attorney General Foster:

We, Complete Medical Homecare ("CMH"), are writing to notify you of an unauthorized disclosure of patient protected health information ("PHI") involving 3 New Hampshire residents.

CMH became aware of this breach on December 27, 2013. Specifically, CMH discovered that materials containing patient names, addresses, social security numbers, dates of birth, and certain medical diagnoses were electronically transmitted to our business partner, All American Medical Supplies ("AAMS"), on December 12, 2013. All American Medical Supplies may have used this contact information in error to send an introductory letter and, in some cases, medical equipment, to patients contained in the transmitted data.

The breach described above affects 3 individuals residing in New Hampshire. These New Hampshire residents will receive a written notice through standard mail pursuant to New Hampshire statute, with mail commencing on January 21, 2014. A template copy of the notice to the affected New Hampshire residents is included with this letter.

Both CMH and AAMS are Covered Entities as defined under HIPAA. As such, both organizations are committed to the privacy and security of patient PHI, and to ensuring that any potential unauthorized breaches or disclosures of PHI are timely and effectively remediated. CMH and AAMS have ensured that all unauthorized data has been deleted or returned to the proper location. CMH has also received a written attestation from AAMS that the disclosed data has been deleted or otherwise properly returned, and no further contact shall be made with the affected Massachusetts residents.

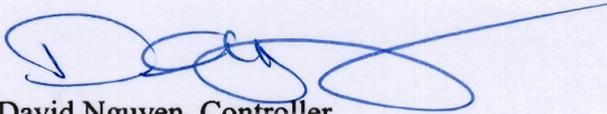
Further, to protect against such breaches in the future, CMH is reviewing and enhancing its policies and processes for securing personal health information, updating data security systems (including encrypting data that is being appropriately transferred outside the company), and re-training our staff on the relevant laws and regulations governing medical information privacy and security.

No police report was filed regarding this incident, and we have no reason to believe that any of the disclosed information has or will be used for fraudulent purposes.

We are confident that any harm or risk to the affected New Hampshire residents has been substantially mitigated through the coordinated efforts with AAMS, as well as CMH's review and enhancement of its privacy and security controls.

Please do not hesitate to contact us with any questions about this incident or if you need additional information on what you should do as a result of the breach, at 800-505-1625, [compliance@complete-med.com](mailto:compliance@complete-med.com) or 14309 West 95th Street, Lenexa, KS 66215.

Sincerely,



David Nguyen, Controller  
Complete Medical Homecare  
14309 West 95th Street  
Lenexa, KS 66215  
P: (800) 505-1625



January XX, 2014

[Patient Name/Address]

Dear [Patient]:

We regret to inform you that our company has discovered a potential breach of your personal health information. We became aware of this breach on December 27, 2013. Specifically, we believe that materials containing your name, address, social security number, date of birth, and certain medical diagnoses were mistakenly sent to our business partner, All American Medical Supplies, on December 12, 2013. All American Medical Supplies may have used this contact information in error to send an introductory letter and, in some cases, medical equipment.

We are investigating how this breach happened by interviewing our IT staff, as well as reviewing our data systems and security protocols.

Importantly, All American Medical Supplies is a trusted supplier of medical equipment that, like Complete Medical Homecare, strives to ensure all personal health information is appropriately received, transmitted and stored. As such, Complete Medical Homecare and All American Medical Supplies have taken steps to reduce any potential risk to you by ensuring that the mistakenly transmitted personal information has been deleted in its entirety. You may wish to take additional precautions such as periodically checking your account statements and monitoring your credit report.

Further, you may have been incorrectly sent a shipment, or shipments, of medical equipment from All American Medical Supplies. We sincerely apologize for this confusion. We ask that you contact All American Medical Supplies at 855-831-0327 to coordinate the return of such shipments at no cost to you.

To protect against such breaches in the future, we are implementing strict policies and processes for securing personal health information, updating data security systems (including encrypting data that is being appropriately transferred outside the company), and re-training our staff on the relevant laws and regulations governing medical information privacy and security.

We apologize for the stress and worry this situation has caused you. We are committed to keeping your information safe and assure you we are doing everything possible to regain your trust in our practice.

Please do not hesitate to contact us with any questions about this incident or if you need additional information on what you should do as a result of the breach, at 800-505-1265, [compliance@complete-med.com](mailto:compliance@complete-med.com) or 14309 West 95<sup>th</sup> Street, Lenexa, KS 66215.

Sincerely,

David Nguyen, Controller  
Complete Medical Homecare  
14309 West 95<sup>th</sup> Street  
Lenexa, KS 66215  
P: (800) 505-1625

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