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RECEIVED

MAY 22 2023

CONSUMER PROTECTION

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May 10, 2023

Consumer Protection Bureau
Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of Data Security Incident

Dear Sir or Madam:

We write on behalf of CorrectCare Integrated Health, LLC ("CorrectCare") to notify you of a data security incident recently experienced by CorrectCare and the steps we have taken in response.

On July 6, 2022, CorrectCare, a third-party health administrator, discovered that two file directories on a web server had been inadvertently exposed to the public internet. The file directories contained personal information for certain individuals who received medical care while incarcerated at correctional facilities operated by covered entity clients of CorrectCare. Upon discovery of the data exposure, CorrectCare took immediate steps to remediate the situation and secured the server in less than nine hours. On September 1, 2022, a forensic investigation conducted by a cybersecurity firm hired by CorrectCare revealed that patient information contained in the two file directories at issue may have been accessible on the public internet as early as January 22, 2022. Based on the results of its investigation, CorrectCare believes that the information of 391 New Hampshire residents was exposed in this incident.

During normal operations, information on CorrectCare's server is protected by username and password authentication. In this incident, a misconfigured network server, not a malicious cyberattack by a threat actor, exposed patient data to the public internet.

The personal information involved in the data exposure included one or more of the following types of data:

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. A copy of the template notice sent to affected individuals is attached.

Based on its investigation, CorrectCare has no reason to believe any affected person's information has been misused as a result of this exposure. However, out of an abundance of caution, CorrectCare is making available 12 months of identity protection services from Experian at no cost to the affected individuals.

Please contact us should you have any questions.

Very truly yours,

KIRKLAND & ELLIS LLP

Steve Fahey



Return Mail Processing
PO Box 999
Suwanee, GA 30024

SAMPLE A. SAMPLE - L01
APT ABC
123 ANY ST
ANYTOWN, US 12345-6789

April 12, 2023

Important Security and Protection Notification regarding medical care provided to you. Please read this entire letter.

Dear Sample A. Sample:

We are writing to inform you of an incident (Incident) involving the potential exposure of electronic files that may have included your Protected Health Information (PHI) and Personal Identifying Information (PII). As a precaution, we are providing this notice and outlining some steps we are taking to address the incident, mitigate the risk, and make specific services available to you to protect your information. We sincerely apologize for any inconvenience or concern this may cause you.

What Happened

On July 6, 2022, we discovered that two file directories on a web server had been inadvertently exposed to the public internet. The CorrectCare team quickly remediated the Incident and secured the file directories within nine hours. CorrectCare also promptly engaged a third-party cybersecurity firm to conduct an investigation to analyze the nature and scope of the Incident, and to determine whether any patient information may have been exposed. You are receiving this notice because CorrectCare determined that your information was among the information that was exposed.

What Information Was Involved

Although CorrectCare remediated this exposure in less than nine hours, further investigation revealed that patient information contained in these file directories may have been exposed as early as January 22, 2022, and thereby subject to unauthorized access. The patient information contained in the folders included

. While CorrectCare has no reason to believe that any patient's information has been misused, we are nonetheless notifying all affected patients out of an abundance of caution.

What We Are Doing

We take the protection of your personal information seriously and we have taken and will continue to take steps to prevent a similar occurrence. We have been working with outside cybersecurity experts and have implemented specific steps to safeguard against future exposure of personal information.

In addition, to address any concerns and mitigate any exposure or risk of harm following this Incident, we are offering a complimentary 12-month membership of Experian's IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by** (Your code will not work after this date.)
- **Visit the Experian IdentityWorks website to**
- Provide your **activation code:** [REDACTED]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at [REDACTED]. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12 MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only. *
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** 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.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

What You Can Do

Although CorrectCare is not aware of any instances of misuse of any patient information, we recommend all individuals take advantage of the complimentary identity protection services being offered using the instructions above. We also encourage you to remain vigilant and review the enclosed Information about Identity Theft Protection outlining additional steps you can take to protect your information.

For More Information

We sincerely regret any inconvenience or concern that this Incident may cause you, and we remain dedicated to ensuring the privacy and security of all information in our control. If you have further questions or concerns, or would like an alternative to enrolling online, please call [REDACTED] toll-free Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number [REDACTED].

Sincerely,

The CorrectCare Team

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Information about Identity Theft Protection

Monitor Your Accounts

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax®

P.O. Box 740241
Atlanta, GA 30374-0241
1-800-685-1111
www.equifax.com

Experian

P.O. Box 9701
Allen, TX 75013-9701
1-888-397-3742
www.experian.com

TransUnion®

P.O. Box 1000
Chester, PA 19016-1000
1-800-888-4213
www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

Credit Freeze

You have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to place a credit freeze, please contact all three major consumer reporting agencies listed below.

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
www.equifax.com/personal/credit-report-services

Experian

P.O. Box 9554
Allen, TX 75013-9554
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016-2000
1-888-909-8872
www.transunion.com/credit-freeze

You must separately place a credit freeze on your credit file at each credit reporting agency. The following information should be included when requesting a credit freeze:

- 1) Full name, with middle initial and any suffixes;
- 2) Social Security number;
- 3) Date of birth (month, day, and year);
- 4) Current address and previous addresses for the past five (5) years;
- 5) Proof of current address, such as a current utility bill or telephone bill;
- 6) Other personal information as required by the applicable credit reporting agency;

If you request a credit freeze online or by phone, then the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file report. If you request a lift of the credit freeze online or by phone, then the credit reporting agency must lift the freeze within one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, then the credit agency must place or lift the credit freeze no later than three (3) business days after getting your request.

Fraud Alerts

You also have the right to place an initial or extended fraud alert on your file at no cost. An initial fraud alert lasts 1-year and 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 you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. Should you wish to place a fraud alert, please contact any one of the agencies listed below. The agency you contact will then contact the other two credit agencies.

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-888-766-0008
[www.equifax.com/personal/
credit-report-services](http://www.equifax.com/personal/credit-report-services)

Experian

P.O. Box 9554
Allen, TX 75013-9554
1-888-397-3742
[www.experian.com/
fraud/center.html](http://www.experian.com/fraud/center.html)

TransUnion

P.O. Box 2000
Chester, PA 19016-2000
1-800-680-7289
[www.transunion.com/fraud-
victim-resource/place-fraud-alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)

Monitor Your Personal Health Information

If applicable to your situation, we recommend that you regularly review the explanation of benefits statement that you receive from your insurer. If you see any service that you believe you did not receive, please contact your insurer at the number on the statement. If you do not receive the regular explanation of benefits statements, contact your provider and request them to send such statements following the provision of services in your name or number.

You may want to order copies of your credit reports and check for any medical bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the phone number on the report. Keep a copy of this notice for your records in case of future problems with your medical records. You may also want to request a copy of your medical records from your provider, to serve as a baseline. If you are a California resident, we suggest that you visit the website of the California Office of Privacy Protection at www.privacy.ca.gov to find more information about your medical privacy.

Additional Information

You can further educate yourself regarding identity theft and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC.

The Federal Trade Commission

600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-ID-THEFT (1-877-438-4338)
TTY: 1-866-653-4261
www.ftc.gov/idtheft