NH DEPT OF JUSTICE
JUN 15 2022 AM10:10

ALSTON & BIRD
The Atlantic Building
950 F Street, NW
Washington, DC 20004-1404
202-239-3300 | Fax: 202-239-3333

Kimberly K. Peretti | Direct Dial: 202-239-3720 | kimberly.peretti@alston.com

June 14, 2022

CONFIDENTIAL
VIA OVERNIGHT DELIVERY

Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of Data Security Incident

To the Secretary of the New Hampshire Attorney General:

We are writing on behalf of Baptist Medical Center in San Antonio, Texas, and Resolute Health Hospital in New Braunfels, Texas, to notify you of a data security incident. Baptist Medical Center and Resolute Health Hospital are providing notice to New Hampshire residents who received services at one of the hospitals in Texas as listed in Attachment A, which provides the number of New Hampshire residents potentially involved in this incident per covered entity. A copy of the notifications being sent to approximately 63 New Hampshire residents between June 15 and June 17, 2022 by first class mail in accordance with notification requirements under state law is attached to this letter.

On April 20, 2022, it was discovered that certain systems within the network may have been infected with malicious code as a result of potentially unauthorized activity. In response to this incident, user access to impacted information technology applications was immediately suspended, extensive cybersecurity protection protocols were executed, and steps were quickly taken to restrict further unauthorized activity. In parallel, an investigation of the incident was immediately launched and a national forensic firm was engaged to investigate the incident and assist with remediation efforts. Although the investigation is ongoing, it has been determined that an unauthorized third party was able to access certain systems that contained personal information of patients and remove some data from the network between March 31, 2022 and April 24, 2022.

Based on the review, the personal information involved in this incident may have included one or more of the following elements: (1) demographic information to identify and contact the patient, such as full name, date of birth, and address; (2) Social Security number; (3) health insurance information, such as name of insurer/government payor, policy and/or group number; (4) medical information, such as medical record number, dates of service, provider and facility names, chief complaint or reason for visit, and other visit, procedure and diagnosis information; and (5) billing and claims information, such as account and/or

claim status, billing and diagnostic codes, and payor information. Please note that driver's license numbers, credit and debit card information, bank account information, and account passwords were not involved in this incident. Not all data elements were involved for all individuals.

Baptist Medical Center and Resolute Health Hospital take the security of personal information seriously. As soon as the incident was discovered, a forensic investigation was immediately launched, law enforcement was contacted, and steps were taken to mitigate and remediate the incident and to help prevent further unauthorized activity. In response to this incident, security and monitoring capabilities are being enhanced and systems are being hardened as appropriate to minimize the risk of similar incidents in the future.

Free credit monitoring services for 12 months are being offered to the New Hampshire residents whose Social Security number may have been involved.

If you have any questions regarding this incident or if you desire further information or assistance, please email me at Kimberly.Peretti@alston.com or call my direct line at (202) 239-3720.

Sincerely,

Kimberly K. Peretti

Enclosures

ATTACHMENT A: LIST OF COVERED ENTITIES AND POTENTIALLY IMPACTED RESIDENTS[1]

NAME	NUMBER OF NH RESIDENTS
Baptist Medical Center	60
Resolute Health Hospital	3

[1] This is the number of New Hampshire residents affected under state law. However, there may be additional residents being notified with regard to this incident pursuant to the federal Health Insurance Portability and Accountability Act.

BAPTIST HEALTH SYSTEM
A COMMUNITY BUILT ON CARE

Resolute Health Hospital
BAPTIST HEALTH SYSTEM
A COMMUNITY BUILT ON CARE

<<Return Address>>
<<City>>, <<State>> <<Zip>>

To Enroll, Please Call:
1-833-423-2986
Or Visit:
https://response.idx.us/additional-information
Enrollment Code: <<XXXXXXXX>>

<<First Name>><<Middle Initial>><<Last Name>><<Suffix>>
<<Address 1>>
<<Address 2>>
<<City>><<State>><<Zip>>

June 17, 2022

Su información personal puede haber estado involucrada en un incidente de datos. Si desea recibir una version de esta carta en español, por favor llame 1-833-423-2986.

Notice of Data Breach

Dear <<First Name>> <<Middle Initial>> <<Last Name>> <<Suffix>>:

We are reaching out to provide you with information about a recent cybersecurity incident that affected Baptist Medical Center and Resolute Health Hospital, from which you may have received services at one of our locations in Texas (collectively, "we"). We are committed to protecting your information. This commitment includes notifying you if we believe that an incident may have involved your personal information. This letter provides information about the incident and the resources available to you.

What happened?
On April 20, 2022, it was discovered that certain systems within the network may have been infected with malicious code as a result of potentially unauthorized activity. In response to this incident, user access to impacted information technology applications was immediately suspended, extensive cybersecurity protection protocols were executed, and steps were quickly taken to restrict further unauthorized activity. In parallel, an investigation of the incident was immediately launched, and a national forensic firm was engaged to assist with investigation and remediation efforts. Although the investigation is ongoing, it has been determined that an unauthorized third party was able to access certain systems that contained personal information and remove some data from the network between March 31, 2022 and April 24, 2022. As a result of this review, it appears that your personal information may have been involved.

What information may have been involved?
Based on the review, the personal information involved in this incident may have included one or more of the following elements: (1) demographic information to identify and contact you, such as full name, date of birth, and address; (2) Social Security number; (3) health insurance information, such as name of insurer/government payor, policy and/or group number; (4) medical information, such as medical record number, dates of service, provider and facility names, chief complaint or reason for visit, and other visit, procedure and diagnosis information; and (5) billing and claims information, such as account and/or claim status, billing and diagnostic codes, and payor information. ***Your driver's license number, credit and debit card information, bank account information and account passwords were not involved in this incident.*** Please note that not all data elements were involved for all individuals.

What we are doing.
We take the security of personal information seriously. As soon as the incident was discovered, a forensic investigation was immediately launched, law enforcement was contacted, and steps were taken to mitigate and remediate the incident and

to help prevent further unauthorized activity. In response to this incident, security and monitoring capabilities are being enhanced and systems are being hardened as appropriate to minimize the risk of similar incidents in the future.

Credit monitoring and identity protection services are being offered to you for a period of <<12 / 24>> months, at no cost to you, through IDX. You have until September 17, 2022 to activate these services. Instructions on how to activate these services are included in the attached Reference Guide.

What you can do.
In addition to enrolling in the complimentary credit monitoring and identity protection services, the enclosed Reference Guide includes additional information on general steps you can take to monitor and help protect your personal information. Please review the enclosed Reference Guide. We also encourage you to carefully review statements sent from healthcare providers and insurance companies to ensure that all of your account activity is valid. Any questionable charges should be promptly reported to the provider or company with which you maintain the account.

For more information
If you have any questions about this matter or would like additional information (including which types of your data may have been involved), please call toll-free 1-833-423-2986. This call center is open from 9 am – 9 pm Eastern Time, Monday through Friday, except holidays. Additional information about the incident is also available at https://response.idx.us/additional-information.

We deeply regret any concern this incident may cause you and want to assure you that we take this matter seriously.

Sincerely,

Matthew Toms
Privacy & Security Compliance Officer

Reference Guide

Review Your Account Statements

Carefully review statements sent to you from your healthcare providers, insurance company, and financial institutions to ensure that all of your account activity is valid. Report any questionable charges promptly to the provider or company with which you maintain the account.

Provide Any Updated Personal Information to Your Health Care Provider

Your health care provider's office may ask to see a photo ID to verify your identity. Please bring a photo ID with you to every appointment if possible. Your provider's office may also ask you to confirm your date of birth, address, telephone, and other pertinent information so that they can make sure that all of your information is up-to-date. Please be sure and tell your provider's office when there are any changes to your information. Carefully reviewing this information with your provider's office at each visit can help to avoid problems and to address them quickly should there be any discrepancies.

Order Your Free Credit Report

To order your free annual credit report, visit www.annualcreditreport.com, call toll-free at (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three credit bureaus provide free annual credit reports only through the website, toll-free number or request form.

Upon receiving your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you have not requested credit. Some companies bill under names other than their store or commercial names; the credit bureau will be able to tell if this is the case. Look in the "personal information" section for any inaccuracies in information (such as home address and Social Security Number).

If you see anything you do not understand, call the credit bureau at the telephone number on the report. Errors may be a warning sign of possible identity theft. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing. Information that cannot be explained should also be reported to your local police or sheriff's office because it may signal criminal activity.

How to Enroll in IDX Credit and Identity Monitoring Services

As a safeguard, you may enroll, at no cost to you, in an online credit monitoring and identity restoration service provided by IDX.

To enroll in this service, please call 1-833-423-2986 or visit https://response.idx.us/additional-information and follow the instructions for enrollment using the Enrollment Code provided above.

The monitoring included in the membership must be activated to be effective. You have until September 17, 2022 to enroll in these services. Please note that credit monitoring services may not be available for individuals who have not established credit or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score. If you need assistance, IDX will be able to assist you.

We encourage you to take advantage of these protections and remain vigilant for incidents of potential fraud and identity theft, including regularly reviewing and monitoring your credit reports and account statements.

Contact the U.S. Federal Trade Commission

If you detect any unauthorized transactions in any of your financial accounts, promptly notify the appropriate payment card company or financial institution. If you detect any incidents of identity theft or fraud, promptly report the matter to your local law enforcement authorities, state Attorney General and the FTC.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft by using the contact information below:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)

www.ftc.gov/idtheft/

Place a Fraud Alert on Your Credit File

To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect against the possibility of an identity thief opening new credit accounts in your name. When a credit grantor checks the credit history of someone applying for credit, the credit grantor gets a notice that the applicant may be the victim of identity theft. The alert notifies the credit grantor to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free fraud numbers provided below. You will reach an automated telephone system that allows flagging of your file with a fraud alert at all three credit bureaus.

Equifax	P.O. Box 105069 Atlanta, Georgia 30348	1- 888-766-0008	www.equifax.com
Experian	P.O. Box 9554 Allen, Texas 75013	1-888-397-3742	www.experian.com
TransUnion	P.O. Box 2000 Chester, PA 19016	1-800-680-7289	www.transunion.com

Security Freezes

You have the right to request a credit freeze from a consumer reporting agency, free of charge, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit.

Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit bureau. To place a security freeze on your credit report you must contact the credit reporting agency by phone, mail, or secure electronic means and provide proper identification of your identity. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

Below, please find relevant contact information for the three consumer reporting agencies:

Equifax Security Freeze	P.O. Box 105788 Atlanta, GA 30348	1-800-685-1111	www.equifax.com
Experian Security Freeze	P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	P.O. Box 160 Woodlyn, PA 19094	1-888-909-8872	www.transunion.com

Once you have submitted your request, the credit reporting agency must place the security freeze no later than 1 business day after receiving a request by phone or secure electronic means, and no later than 3 business days after receiving a request by mail. No later than five business days after placing the security freeze, the credit reporting agency will send you confirmation and information on how you can remove the freeze in the future.

For Residents of North Carolina

You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office:

North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-919-716-6000, www.ncdoj.gov.

BAPTIST HEALTH SYSTEM
A COMMUNITY BUILT ON CARE

Resolute Health Hospital
BAPTIST HEALTH SYSTEM
A COMMUNITY BUILT ON CARE

<<Return Address>>
<<City>>, <<State>> <<Zip>>

To Enroll, Please Call:
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Or Visit:
https://response.idx.us/additional-information
Enrollment Code: <<XXXXXXXX>>

<<First Name>><<Middle Initial>><<Last Name>><<Suffix>>
<<Address 1>>
<<Address 2>>
<<City>><<State>><<Zip>>

June 17, 2022

Su información personal puede haber estado involucrada en un incidente de datos. Si desea recibir una version de esta carta en español, por favor llame [PHONE NUMBER].

Notice of Data Breach

To the Estate of <<First Name>> <<Middle Initial>> <<Last Name>> <<Suffix>>:

We are reaching out to provide you with information about a recent cybersecurity incident that affected Baptist Medical Center and Resolute Health Hospital, from which the decedent may have received services at one of our locations in Texas (collectively, "we"). We are committed to protecting the decedent's information. This commitment includes notifying you if we believe that an incident may have involved the decedent's personal information. This letter provides information about the incident and the resources available to you.

What happened?
On April 20, 2022, it was discovered that certain systems within the network may have been infected with malicious code as a result of potentially unauthorized activity. In response to this incident, user access to impacted information technology applications was immediately suspended, extensive cybersecurity protection protocols were executed, and steps were quickly taken to restrict further unauthorized activity. In parallel, an investigation of the incident was immediately launched, and a national forensic firm was engaged to assist with investigation and remediation efforts. Although the investigation is ongoing, it has been determined that an unauthorized third party was able to access certain systems that contained personal information and remove some data from the network between March 31, 2022 and April 24, 2022. As a result of this review, it appears that the decedent's personal information may have been involved.

What information may have been involved?
Based on the review, the personal information involved in this incident may have included one or more of the following elements: (1) demographic information to identify and contact the decedent, such as full name, date of birth, and address; (2) Social Security number; (3) health insurance information, such as name of insurer/government payor, policy and/or group number; (4) medical information, such as medical record number, dates of service, provider and facility names, chief complaint or reason for visit, and other visit, procedure and diagnosis information; and (5) billing and claims information, such as account and/or claim status, billing and diagnostic codes, and payor information. ***The decedent's driver's license number, credit and debit card information, bank account information and account passwords were not involved in this incident.*** Please note that not all data elements were involved for all individuals.

What we are doing.
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to help prevent further unauthorized activity. In response to this incident, security and monitoring capabilities are being enhanced and systems are being hardened as appropriate to minimize the risk of similar incidents in the future.

Credit monitoring and identity protection services are being offered to the decedent for a period of <<12 / 24>> months, at no cost to you, through IDX. You have until September 17, 2022 to activate these services. Instructions on how to activate these services are included in the attached Reference Guide.

What you can do.
In addition to enrolling in the complimentary credit monitoring and identity protection services, the enclosed Reference Guide includes additional information on general steps you can take to monitor and help protect the decedent's personal information. Please review the enclosed Reference Guide. We also encourage you to carefully review statements sent from healthcare providers and insurance companies to ensure that all of the decedent's account activity is valid. Any questionable charges should be promptly reported to the provider or company with which you maintain the account.

For more information
If you have any questions about this matter or would like additional information (including which types of the decedent's data may have been involved), please call toll-free 1-833-423-2986. This call center is open from 9 am – 9 pm Eastern Time, Monday through Friday, except holidays. Additional information about the incident is also available at https://response.idx.us/additional-information.

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