

July 18, 2018

*direct phone:* 515-242-2404  
*direct fax:* 515-323-8504  
*email:* pray@brownwinick.com

**RECEIVED**

**JUL 23 2018**

**CONSUMER PROTECTION**

Joseph Foster  
Office of the Attorney General  
33 Capitol St.  
Concord, NH 03301

Re: Security Breach Notification

To whom it may concern:

This firm represents Blue Springs Family Care, P.C. (“Blue Springs Family Care”) in Blue Springs, Missouri. This letter is intended to notify you of a security breach that occurred at Blue Springs Family Care and involved the personal information of one (1) New Hampshire resident.

#### **WHAT HAPPENED?**

On May 12, 2018, Blue Springs Family Care’s computer vendor determined that the clinic’s system had suffered a ransomware attack. The computer vendor and a separate forensic computer vendor, hired on that same day, began the investigation and recovery process. The investigation found indications that unauthorized persons had compromised Blue Springs Family Care’s computer system and loaded a variety of malware programs, including the encryption program responsible for the ransomware attack. The investigation concluded the unauthorized persons would have had the ability to access all of the Blue Springs Family Care’s computer systems. At this time, we have not received any indication that the information has been used by an unauthorized individual.

#### **WHAT INFORMATION WAS INVOLVED?**

The information that may have been compromised in the attack included patients’ full names, addresses, dates of birth, Social Security numbers, account numbers, driver’s license numbers, medical diagnoses and disability codes.

#### **WHAT WE ARE DOING**

In response to this incident, Blue Springs Family Care has taken steps to strengthen its defenses against similar incidents in the future. Immediately after discovery of the incident, Blue Springs Family Care engaged a forensic information technology company to assist with quarantining the affected systems and to install software to monitor whether any unauthorized person was

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accessing the system. Blue Springs Family Care also deployed new technology to prevent future intrusions, including a new firewall. Most recently, Blue Springs Family Care is transitioning to a new electronic health record provider that will provide encryption of all protected health information

**NOTICE SENT TO NEW HAMPSHIRE RESIDENT**

Blue Springs Family Care sent the notice enclosed with this letter via US Mail to the New Hampshire resident that was affected by the breach on or about July 16, 2018.

**FOR MORE INFORMATION**

If you have any questions or concern, please call 515-242-2404 between 9:00 a.m. – 4:30 p.m.

Sincerely,



James L. Pray



**Blue Springs Family Care, P.C.**  
104 NW State Route 7, Suite B  
Blue Springs, MO 64014  
Phone: (816) 229-8880 Fax: (816) 229-4363  
www.bluespringsfamilycare.org

July 16, 2018

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SAMPLE A SAMPLE  
123 ANY ST  
ANYTOWN, US 12345-6789



Dear Sample:

We are sending this letter to you as part of Blue Springs Family Care's commitment to patient privacy. We take patient privacy very seriously, and it is important to us that you are made fully aware of a potential privacy issue.

**We have learned that your personal information, including your full name, home address, date of birth, Social Security number, account number, driver's license number, medical diagnoses, and disability codes may have been compromised.**

On May 12, 2018, Blue Springs Family Care's computer vendor determined that the clinic's system had suffered a ransomware attack. The computer vendor and a separate forensic computer vendor hired on that same day began the investigation and recovery process. The investigation found indications that unauthorized persons had compromised the Blue Springs computer system and loaded a variety of malware programs, including the encryption program responsible for the ransomware attack. The investigation concluded the unauthorized persons would have had the ability to access all of the Blue Springs computer systems. At this time, we have not received any indication that the information has been used by an unauthorized individual.

In response to this incident, we have taken steps to strengthen our defenses against similar incidents in the future. Immediately after discovery of the incident, we engaged a forensic information technology company to assist with quarantining the affected systems and to install software to monitor whether any unauthorized person was accessing the system. We also deployed new technology to prevent future intrusions, including a new firewall. Most recently, we are transitioning to a new electronic health record provider that will provide encryption of all protected health information.

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Despite the steps we have taken within the clinic, we also advise you to take the following steps immediately:

- **Call the toll-free numbers of any of the three major credit bureaus (listed below) to place a fraud alert on your credit report.** This can help prevent an identity thief from opening additional accounts in your name. As soon as the credit bureau confirms your fraud alert, the other two credit bureaus will automatically be notified to place alerts on your credit report.

**Equifax**  
(800) 685-1111  
www.equifax.com  
P.O. Box 740241  
Atlanta, GA 30374

**Experian**  
(888) 397-3742  
www.experian.com  
P.O. Box 4500  
Allen, TX 75013

**TransUnion**  
(800) 888-4213  
www.transunion.com  
TransUnion LLC  
P.O. Box 1000  
Chester, PA 19016

- **Order your credit reports.** By establishing a fraud alert, you will receive a follow-up letter that will explain how you can receive a free copy of your credit report. When you receive your credit report, examine it closely and look for signs of fraud, such as credit accounts that are not yours.
- **Continue to monitor your credit reports.** Even though a fraud alert has been placed on your account, you should continue to monitor your credit reports to ensure an imposter has not opened an account with your personal information.

We are keenly aware of how important your personal information is to you, and we understand that this situation may pose an inconvenience to you. We sincerely apologize and regret that this situation has occurred. Blue Springs Family Care is committed to providing quality care, including protecting your personal information, and we want to assure you that we have policies and procedures to protect your privacy. If you have any questions, please call **(866) 973-6943** or visit our website at <http://www.bluespringsfamilycare.org/>.

Sincerely,



Melanie Peterson,  
Privacy Officer