

BakerHostetler

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CONSUMER PROTECTION

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March 28, 2017

Lynn Sessions
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VIA OVERNIGHT MAIL

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

Re: *Incident Notification*

Dear Sir or Madam:

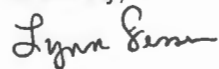
We are writing on behalf of our client, Cambridge Health Alliance, to notify you of a security incident involving four (4) New Hampshire residents.

On January 31, 2018, the Everett Massachusetts Police Department informed Cambridge Health Alliance that patient information had been compromised and that three electronic files were found in the possession of an unauthorized third party. Cambridge Health Alliance immediately began its own investigation and determined the files contained information related to patient billing from 2013, including patients' names, dates of birth, address, phone numbers, Social security numbers, employer information, charges for past healthcare services, and discharge dates.

Cambridge Health Alliance mailed notification letters to the four New Hampshire residents on March 28, 2018. A copy of the notification letter is attached. Cambridge Health Alliance is offering credit monitoring and identity protection services to the New Hampshire residents. To help prevent something like this from happening in the future, Cambridge Health Alliance continues to monitor the security of its patients' health information.

As a covered entity under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Cambridge Health Alliance is required to maintain procedures for responding to a breach of security and notification to the New Hampshire residents is being provided in compliance with these procedures. Notification to the New Hampshire Attorney General is being made pursuant to NH Rev. State §359-C:20 (2015).¹ Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,



Lynn Sessions
Enclosure

¹ This report is not and does not constitute a waiver of Cambridge Health Alliance's objection that the State of New Hampshire lacks personal jurisdiction over Cambridge Health Alliance regarding any claim related to this incident.



<<Date>> (Format: Month Day, Year)

<<MemberFirstName>> <<MemberMiddleName>> <<MemberLastName>> <<NameSuffix>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<ZipCode>>

Dear <<MemberFirstName>> <<MemberLastName>>,

Cambridge Health Alliance (“CHA”) values the privacy and confidentiality of our patient information. Regrettably, we are writing to inform you of an incident that may involve some of that information.

On January 31, 2018, the Everett Police Department (MA) informed CHA that patient information had been compromised and that three electronic files were found in the possession of an unauthorized third party. CHA immediately began our own investigation and determined that at least one of these files contained your healthcare billing information, which may have included your full name, address, phone number, date of birth, Social Security number, employer information, charges for past healthcare services, and discharge date. Your medical records were not included in this incident and your care will not be affected.

Based on our conversations with the Everett Police Department, we have no reason to believe at this time that your information has been subject to credit card fraud. However, in an abundance of caution, we are offering a complimentary one-year membership of Experian IdentityWorksSM Credit 3B. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. IdentityWorks Credit 3B is completely free to you and enrolling in the program will not hurt your credit score. For more information on identity theft prevention and IdentityWorks Credit 3B, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.

We deeply regret any inconvenience or concern this incident may cause you. We know that your personal information is important to you as it is to us. We continue to monitor the security of your health information to help prevent this from happening in the future. Should you have any questions, please call 1-833-219-9083, 9:00 am to 6:00 pm, Eastern Time, Monday through Friday.

Sincerely,

Ann D'Arcy-James
Chief Privacy Officer

To help protect your identity, we are offering a **complimentary** one-year membership of Experian IdentityWorksSM Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: **6/29/18** (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the **Activation Code**: <<Member ID>>

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-288-8057. Be prepared to provide engagement number **DB06028** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **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, Equifax and Transunion files for indicators of 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.

**Activate your membership today at <https://www.experianidworks.com/3bcredit>
or call 877-288-8057 to register with the activation code above.**

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

Once your enrollment in Experian IdentityWorks is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about Experian IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

Even if you choose not to take advantage of the identity theft protection services we are offering, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every 12 months. To order your credit report, please visit www.annualcreditreport.com or call toll free at 877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax

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

Experian

P.O. Box 2002
Allen, TX 75013
www.experian.com
(888) 397-3742

TransUnion

P.O. Box 2000
Chester, PA 19016
www.transunion.com
(800) 680-7289

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should contact the Federal Trade Commission and/or your state attorney general. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
(877) 438-4338

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

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.