

May 10, 2019

By FedEx

Attorney General Gordon MacDonald
Office of the Attorney General
33 Capitol St
Concord, NH 03301

Re: Notification of Data Security Incident

Dear Attorney General MacDonald:

I am writing on behalf of my client, Cancer Treatment Centers of America® (CTCA) at Southeastern Regional Medical Center, located at 600 Celebrate Life Parkway, Newnan, GA 30265, pursuant to N.H. Rev. Stat. § 359-C:20, to notify you of a security incident involving information of 20 New Hampshire residents.

On March 11, 2019, CTCA discovered that, for a brief period, an unauthorized user accessed the email account of an employee due to a "phishing" attack. The employee had provided their network log-in credentials in response to a fraudulent email that appeared to be a legitimate internal communication. CTCA promptly opened an investigation and retained a nationally recognized forensics firm to assist in this matter. It appears that it was possible for the unauthorized user to access information in the email account for a short time between March 10 and March 11, 2019. Shortly after the phishing attack, the employee's password was changed at the direction of the CTCA Information Security Department, and the compromised credentials could no longer be used to access the email account. However, CTCA was unable to rule out the possibility that the unauthorized user accessed personal information, which is why CTCA is notifying you of this event. Along with New Hampshire residents' names, the potentially affected information may have also included New Hampshire residents' government ID numbers, phone numbers, addresses, medical record numbers, health insurance information, and/or medical information. Financial information and Social Security Numbers of New Hampshire residents were not involved in this incident.

CTCA will notify affected individuals via U.S. mail by May 10, 2019. A sample copy of the notification letter to be provided to all potentially impacted individuals is included with this letter.

If you have any questions or need additional information, please do not hesitate to contact me.

Sincerely,



Marcy Wilder
Partner
marcy.wilder@hoganlovells.com
202.637.5729

Enclosure



Comprehensive Cancer Care Network
 Attn: Compliance
 2610 Sheridan Road
 Zion, IL 60099

May 10, 2019

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 SAMPLE A SAMPLE - L02 Standard



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 ANYTOWN, US 12345-6789



Dear Sample A Sample:

We are writing to let you know that Cancer Treatment Centers of America® (CTCA) at Southeastern Regional Medical Center recently learned about a security incident that may have involved certain personal information about you.

On March 11, 2019, we discovered that, for a brief period, an unauthorized user accessed the email account of an employee due to a “phishing” attack. The employee had provided their network log-in credentials in response to a fraudulent email that appeared to be a legitimate internal communication. We promptly opened an investigation and retained a nationally recognized forensics firm to assist us in this matter. It appears that it was possible for the unauthorized user to access information in the email account for a short time between March 10 and March 11, 2019. Shortly after the phishing attack, the employee’s password was changed at the direction of the CTCA Information Security Department, and the compromised credentials could no longer be used to access the email account. However, we were unable to rule out the possibility that the unauthorized user accessed personal information, which is why we are notifying you of this event. The information that may have been affected included your name, and may have also included your phone number, address, medical record number, health insurance information, government ID, and/or medical information. Your financial information and Social Security Number were not involved.

As a precaution to protect against potential misuse of your information, we recommend that you regularly monitor any explanation of benefits and other account statements, to check for any unfamiliar charges or items. We also recommend that you monitor free credit reports from one or more of the national credit reporting agencies periodically. If you notice any services that you did not authorize, please contact your health plan, financial institution, or law enforcement authorities, as appropriate.

We take our responsibility to safeguard your personal information seriously and remain committed to protecting patient privacy and security. We are evaluating potential security enhancements and continuing to educate our workforce about how to identify suspicious emails to help ensure this does not happen in the future. If you have any questions about this situation, please do not hesitate to contact our dedicated assistance line at 1-800-234-7139 from 8 a.m. – 8 p.m. CT, Monday through Saturday (excluding major U.S. holidays).

Sincerely,

Timothy E. Flanigan
 Chief Legal Officer

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