



June 12, 2015

Attorney General Joseph Foster  
Office of the Attorney General  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, New Hampshire 03301

Dear Attorney General Foster,

I am writing to notify your office of an incident that occurred at the Global Care Delivery, Inc. ("GCD") office in Dallas, Texas. GCD processes and collects payments that health insurers owe to hospitals. Our clients include the North Shore-LIJ Health System ("North Shore-LIJ"). In order to provide services to North Shore-LIJ, we were given access to certain aspects of patient information so that we could follow up with the patient's health insurer.

---

On May 11, 2015, we communicated to North Shore-LIJ that an incident occurred involving the theft of five laptops from GCD's office by unknown persons. Following our discussions with North Shore-LIJ, we have worked to take prompt, aggressive action in response. We believe that the laptops were stolen on or about September 2, 2014, and we notified law enforcement at the time of the theft, but we have been unable to recover the stolen computers. The laptops were password protected but unencrypted.

We believe that the following categories of personal information of certain New Hampshire residents may have been present on the laptop at the time of the theft: name; date of birth; Social Security number; and limited health information, including diagnosis and procedure codes for reimbursement purposes. The information did not include credit card numbers or any other payment-related information. We currently have no reason to believe that the thieves have accessed this information.

Approximately one New Hampshire resident was affected by this incident. We have sent this individual notice of the incident via the attached notification letter, which was distributed via first class mail on June 12, 2015. As a result of this incident, we have offered the affected individual the services of Kroll, Inc. to provide identity theft protection at no cost for twelve (12) months. We are also notifying the major credit bureaus of this incident.

If you have any questions, please do not hesitate to contact me at (516) 492-2072 or mbodnar@globalcaredelivery.com.

Sincerely,

Mark Bodnar  
President and CEO  
Global Care Delivery, Inc.

Enclosure



<<MemberFirstName>> <<MemberLastName>> <<NameSuffix>> <<Date>> (Format: Month Day, Year)  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip Code>>

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

We are notifying you about an incident involving your health information at Global Care Delivery, Inc. ("GCD"). GCD processes and collects payments that health insurers owe to hospitals. Our clients include the North Shore-LIJ Health System ("North Shore-LIJ"). In order to provide services to North Shore-LIJ, we were given access to certain aspects of your patient information so that we could follow up with your health insurer.

On May 11, 2015, we confirmed that an incident had occurred at our office in Dallas, Texas involving the theft of five laptops by unknown persons and notified North Shore-LIJ. The laptops were stolen on or about September 2, 2014, and we notified law enforcement at the time of the theft, but we have been unable to recover the stolen computers.

Our investigation determined that personal information about you relating to one or more visits to a North Shore-LIJ hospital between March 2013 and September 2014 may have been stored on one or more of the laptops. Although the laptops were password protected, and we believe that the thieves were after the laptops themselves, not the data stored on them, we cannot rule out the possibility that such information could be accessed.

The data may have included demographic information such as your name, date of birth, insurance identification number, Social Security number and limited clinical information pertaining to your medical treatment that we needed to assist North Shore-LIJ with obtaining payment from health insurers. The documentation did not include a credit card number or any other payment-related information.

We have conducted a thorough investigation of this matter. To date, there have been no reports of any misuse of, or identity theft related to, the information stored on the laptop.

We are taking all appropriate steps to minimize the risk of such incidents in the future, including the encryption of all laptops, servers and other electronic devices maintaining North Shore-LIJ patient information.

As a precautionary measure, we have secured the services of Kroll to provide identity theft protection to you at no cost for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data.

Your identity theft protection services include Credit Monitoring, a Current Credit Report, Web Watcher, Public Persona, Quick Cash Scan, \$1 Million Identity Theft Insurance, and Identity Theft Consultation and Restoration. Visit [kroll.IdMonitoringService.com](http://kroll.IdMonitoringService.com) and follow the online instructions to take advantage of your Identity Theft Protection Services. Your Membership Number is: <<Member ID>>. Additional information describing your services is included as an enclosure to this letter.

If you have any questions regarding this incident or feel you have an identity theft issue, please call 1-855-367-0138 between 9 a.m. and 6 p.m. (Eastern Time), Monday through Friday. Kroll's licensed investigators are standing by to answer your questions or help you with concerns you may have.



The privacy and security of your personal information is a very serious matter for us. We regret this occurrence and apologize for any inconvenience or concern that it may cause you. We trust that the quality and reliability of the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

Sincerely,



Mark Bodner  
President and CEO  
Global Care Delivery, Inc.

Enclosure

*kroll.IdMonitoringService.com is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox, and Safari. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file. To receive credit services by mail instead of online, please call 1-855-367-0138.*

---





## Take Advantage of Your Identity Theft Protection Services

You've been provided with access to services from Kroll, a global leader in risk mitigation. Over the past 14 years, Kroll has provided data breach response services for cases impacting more than 100 million individuals including personal consultation to more than 180,000 consumers and worked some 8,000 confirmed identity theft cases. When you need assistance, rest assured that your services are backed by an expert team who can answer any question you may have.

The following services are included in your **Essential Monitoring** package:



Kroll employs a team of experienced licensed investigators to provide you with expert one-on-one assistance.

**Consultation:** You have unlimited access to consultation with a dedicated licensed investigator at Kroll. Support includes best practice tips to assist in ongoing protection, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

**Restoration:** Kroll's restoration services are the most comprehensive of any provider. Should you become a victim of identity theft, a dedicated licensed investigator can work on your behalf to resolve related issues. The investigator does more than shoulder the bulk of the recovery; they can dig deep to uncover all aspects of the theft, and then work with creditors, collection agencies, utilities, government entities, and more to resolve it.



**Credit Monitoring and a Credit Report through TransUnion:** Credit services can be a key tool in detecting early warning signs of identity theft. You'll receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll investigator who can help you determine if it's an indicator of identity theft. You'll also receive no activity notices if there have been no changes to your data.



**Web Watcher:** Web Watcher helps to detect if your personal information is being bought and sold online. This program monitors hacker chat rooms, forums and other websites where criminals are known to trade stolen information. Thousands of sites are monitored looking for matches to your personal information, such as Social Security, medical ID, and financial account numbers. If your information is found, you will be promptly alerted and provided with instructions to contact your investigator. Monitoring starts as soon as you enroll and select the information to search.

*Your identity theft protection services are continued on back ...*

### How to Take Advantage of Your Identity Theft Protection Services

Visit [kroll.idMonitoringService.com](http://kroll.idMonitoringService.com) and follow the online instructions to take advantage of your identity theft protection services.

You can view your services at any time by logging onto Kroll's identity protection website. When you enroll, be prepared to provide the membership number included with the accompanying letter.

Help is only a phone call away.

If you have a question, need assistance, or feel you may be a victim of identity theft, call Kroll at the toll-free number provided in the accompanying letter, and ask to speak with an investigator.

Take advantage of this no-cost opportunity and let the experts at Kroll help you assess your situation and safeguard your identity.





**Public Persona:** Public Persona monitors public record databases for names, aliases and addresses that are associated with your Social Security number. Records include, among other data sources, property or deed registration, internet job site providers, state occupational license data, and court proceedings. If information is found, an alert email is sent. If you see a name, address, or alias that is not associated with you, contact Kroll's investigators for more information. Once you have enrolled, you can view the services at any time by logging onto Kroll's identity protection website.



**Quick Cash Scan:** Quick Cash Scan monitors thousands of short-term and cash-advance loan sources, such as rent-to-own or payday lenders. These are sometimes referred to as "non-credit" loans because the application process does not always include a credit check, making it easier to use stolen or fraudulent identity information. You'll receive an alert when a loan is reported, and you'll have the option to call a Kroll investigator for more information.



**\$1 Million Identity Theft Insurance:** Reimburses you for out-of-pocket expenses totaling up to \$1 million in legal costs for any one stolen identity event. Additional benefits include a \$0 deductible and coverage for fees associated with replacing documents, traveling expenses, loss of income, child care and elderly care, and fraudulent withdrawals. All coverage is subject to the conditions and exclusions in the policy.

## State Notification Requirements

### All States.

You may obtain a copy of your credit report or request information on how to place a fraud alert or security freeze by contacting any of the national credit bureaus below. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

<b>Equifax</b> P.O. Box 740241 Atlanta, GA 30374 1-800-885-1111 www.equifax.com	<b>Experian</b> P.O. Box 2104 Allen, TX 75013 1-888-397-3742 www.experian.com	<b>TransUnion</b> P.O. Box 4000 Chester, PA 19022 1-800-888-4213 www.transunion.com
---	---	---

### For residents of Massachusetts.

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

### For residents of Massachusetts and West Virginia.

You also have the right to place a security freeze on your credit report by contacting any of the credit bureaus listed at above. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent.

To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line or a written request. 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. The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze and free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

### For residents of Iowa, Maryland, Michigan, Missouri, North Carolina, Oregon, and West Virginia.

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account.

### For residents of Iowa.

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

### For residents of Oregon.

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

### For residents of Illinois, Maryland and North Carolina.

You can obtain information from the Federal Trade Commission, and for residents of Maryland and North Carolina, from your respective state Office of the Attorney General, about steps you can take toward preventing identity theft.

**Federal Trade Commission**  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
www.ftc.gov/bcp/edu/microsites/idtheft/

**Maryland Office of the Attorney General**  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
www.oag.state.md.us

**North Carolina Office of the Attorney General**  
Consumer Protection Division  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-877-586-7226  
www.ncdoj.com