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April 9, 2021

**VIA U.S. MAIL**

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

**Re: HME Specialist, LLC – Incident Notification**

Dear Attorney General MacDonald:

McDonald Hopkins PLC represents HME Specialist, LLC ("HME"). I am writing to provide notification of an incident at HME that may affect the security of personal information of fourteen (14) New Hampshire residents. HME's investigation is ongoing, and this notification will be supplemented with any new or significant facts or findings subsequent to this submission, if any. By providing this notice, HME does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

HME was the target of an email phishing campaign that resulted in an unauthorized party obtaining access to a limited number of HME email accounts. Upon learning of the incident, HME commenced a prompt and thorough investigation. As part of its investigation, HME has worked very closely with external cybersecurity professionals. After an extensive forensic investigation and comprehensive manual document review, HME discovered on March 11, 2021 that one or more of the email accounts that were accessed between June 24, 2020 and July 14, 2020 contained the residents' personal information. The information included the residents' full name and medical diagnosis or treatment information.

HME has no indication that any information has been misused. Nevertheless, out of an abundance of caution, HME wanted to inform you (and the affected residents) of the incident and to explain the steps that it is taking to help safeguard the affected residents against identity fraud. HME provided the affected residents with written notification of this incident on or about April 9, 2021 in substantially the same form as the letter attached hereto. HME provided the affected residents with steps to take to safeguard themselves against medical identity theft.

At HME, protecting the privacy of personal information is a top priority. HME is committed to maintaining the privacy of personal information in its possession and has taken many precautions to safeguard it, including implementing additional technical safeguards on its email system, implementing multifactor authentication, and providing additional training to

employees to increase awareness of the risks of malicious emails. HME will continue to evaluate and modify its practices and internal controls to enhance the security and privacy of personal information.

Notification of this matter has also been provided to the U.S. Department of Health and Human Services Office for Civil Rights, in compliance with 45 CFR §§ 164.400-414. HME operates as a covered entity, and data relating to the New Hampshire residents was subject to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-191.

Should you have any questions regarding this notification, please contact me at (312) 642-1798 or ejohnson@mcdonaldhopkins.com. Thank you for your cooperation.

Sincerely,

Emily A. Johnson

Encl.

HME Specialists LLC
[redacted]

[redacted]

***IMPORTANT INFORMATION***
***PLEASE REVIEW CAREFULLY***

[redacted]

Dear [redacted]:

The privacy and security of your personal information is of the utmost importance to HME Specialists, LLC ("HME"). We are writing with important information regarding a recent security incident that may have impacted some of your information. We want to provide you with information about the incident and let you know that we continue to take significant measures to protect your information.

*What Happened?*

As a result of a phishing incident, an unauthorized party may have obtained access to a limited number of HME employee email accounts between June 24, 2020 and July 14, 2020.

*What We Are Doing.*

Upon learning of the issue, we commenced an immediate and thorough investigation. As part of our investigation, we engaged external cybersecurity professionals experienced in handling these types of incidents. The investigation worked to identify what personal information, if any, might have been contained in the affected email accounts. After an extensive forensic investigation and manual document review, we discovered on March 11, 2021 that the email accounts that was accessed contained some of your protected health information.

*What Information Was Involved?*

Based on our comprehensive investigation and document review we discovered that the compromised email accounts contained your information, including your [redacted]

*What You Can Do.*

**We have no evidence that any of your information has been misused.** However, as a general matter, the following practices can help to protect you from medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.

- Review your "explanation of benefits statement" which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.

- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.

*For More Information.*

Please accept our apologies that this incident occurred. We are committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of your personal information.

**If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at** [redacted]. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, 9am to 9pm Eastern Time, except holidays.

Sincerely,

[redacted]
HME Specialists, LLC