



MASSACHUSETTS
GENERAL HOSPITAL

STATE OF NH
DEPT OF JUSTICE

2015 JUL -9 PM 1:43

Health Information Services
FND-860
55 Fruit Street
Boston, Massachusetts 02114-2621
Tel: 617.726.2465
Fax: 617.643.4041

July 8, 2015

VIA OVERNIGHT DELIVERY

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

Re: Incident Notification

Dear Attorney General Foster:

Please allow the following to serve as notice of an information security incident involving a limited number of Massachusetts General Hospital ("MGH") patients' information.

On May 26, 2015, we learned that one of our employees inadvertently sent an email, which included some patient information, to an incorrect email address. Several attempts to retrieve the email have been unsuccessful. We immediately began an investigation and determined that the email contained patients' names, lab results, and, in some instances, Social Security numbers. Patients' health insurance policy numbers and financial information were not included in the email.

To date, we have no knowledge that any of our patients' information has been used improperly. As a precaution, we are notifying affected patients and offering eligible patients whose Social Security numbers were included in the email a complimentary one-year membership in credit monitoring and identity theft protection services from Experian.

To help prevent something like this from happening again, we are updating our processes so that this information will no longer be handled via email. We are also re-educating our workforce regarding the importance of handling patient information securely.



A Teaching Affiliate
of Harvard Medical School

PARTNERS.
HEALTHCARE



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MGH is notifying 54 New Hampshire residents in substantially the same form as the letter attached hereto, with written notification commencing on July 8, 2015.¹ As a covered entity under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), MGH is required to maintain procedures for responding to a breach of security, and notification to New Hampshire residents is being provided in compliance with these procedures as applicable. See N.H. REV. STAT. ANN. § 359-C:20(V); see also 45 C.F.R. §§ 160.103 and 164.400 et seq.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

Deborah A. Adair
MGH Privacy Officer
Director of Health Information Services

Enclosure

¹ This letter is not, and does not constitute, a waiver of personal jurisdiction.



Sincerely,



July 8, 2015

«FirstName» «LastName»
«Add1_Proper» «Add2Proper»
«City_Proper», «State» «Zip»

Dear «FirstName» «LastName»:

Massachusetts General Hospital (MGH) is committed to protecting the security and confidentiality of our patients' information. Regrettably, we are writing to inform you of an incident involving some of that information.

On May 26, 2015, we learned that one of our employees inadvertently sent an email, which included some patient information, to an incorrect email address. Several attempts to retrieve this email were unsuccessful. We immediately began an investigation and determined that the email contained your name, lab results, and Social Security number. Your health insurance policy number and financial information were not included in the email.

To date, we have no knowledge that any of your information has been used improperly. As a precaution, we are offering you a free one-year membership of Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. **For more information on identity theft prevention and ProtectMyID Alert, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.**

We sincerely regret any concern this may cause. We want you to know that MGH takes the privacy and security of our patients' information very seriously. To help prevent this from happening again, we are updating our processes so that this information will no longer be handled via email. We are also re-educating our workforce regarding the importance of handling patient information securely.

If you have questions, please call the MGH Privacy Office toll-free at (877) 644-2003.

Sincerely,

Deborah A. Adair
Director, Health Information Services/Privacy Officer
55 Fruit Street
Boston, Massachusetts 02114-2621





Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: **10/31/15** (You will not be able to enroll after this date.)
2. VISIT the ProtectMyID Web Site: www.protectmyid.com/redeem
3. PROVIDE Your Activation Code: «Code»

If you have questions or need an alternative to enrolling online, please call 877-371-7902 and provide engagement #: **PC95223**.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
 - **Daily Credit Bureau Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
 - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of fraud resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance***: Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, 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 877-371-7902.

*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.





Even if you choose not to take advantage of this free credit monitoring service, 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. To order your credit report, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax	Experian	TransUnion
PO Box 740241	PO Box 2002	PO Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19022
www.equifax.com	www.experian.com	www.transunion.com
1-800-525-6285	1-888-397-3742	1-800-680-7289

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov
1-877-438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.

