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CONSUMER PROTECTION

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November 27, 2019

VIA OVERNIGHT MAIL

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

Re: Incident Notification

Dear Sir:

On behalf of our client, Nebraska Medicine, this report is to notify you of a data security incident involving one New Hampshire resident.¹ Nebraska Medicine (i.e., The Nebraska Medical Center and its affiliated academic partner, the University of Nebraska Medical Center) is a healthcare provider and covered entity under the Health Insurance Portability and Accountability Act ("HIPAA").

On October 1, 2019, during an audit of its electronic medical record system, Nebraska Medicine discovered that a Nebraska Medicine employee accessed patient records outside of the employee's job responsibilities. The employee's access to Nebraska Medicine patient information was terminated on October 2, 2019. The investigation determined that the unauthorized access occurred between July 11, 2018 and October 1, 2019. The information within these records that may have been viewed included one New Hampshire resident's demographic information, such as name, address, date of birth, and Social Security number.

Today, Nebraska Medicine is mailing a notification letter to the one New Hampshire resident in accordance with HIPAA via United States Postal Service First-Class mail. Enclosed is a sample copy of the letter. While we have no indication that this New Hampshire resident's information has been misused, Nebraska Medicine is offering the New Hampshire resident one year of complimentary credit monitoring and identity theft protection services through Experian. Nebraska Medicine also established a call center for individuals to call with any questions regarding the incident.

¹ This notice does not waive Nebraska Medicine's objection that New Hampshire lacks personal jurisdiction over it regarding any claims related to this incident.

Atlanta Chicago Cincinnati Cleveland Columbus Costa Mesa Denver
Houston Los Angeles New York Orlando Philadelphia Seattle Washington, DC

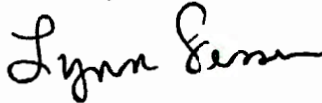
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To help prevent this type of incident from happening in the future, Nebraska Medicine is continuing to regularly audit its electronic medical record system for potential unauthorized activity, and is retraining staff about appropriate access of patient information.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Lynn Sessions". The signature is written in a cursive, flowing style.

Lynn Sessions
Partner

Enclosure

Nebraska Medicine
Mail Handling Services
777 E Park Dr
Harrisburg, PA 17111



November 27, 2019

A-317

Dear Mr. ,

Nebraska Medicine takes seriously the confidentiality of our patients' information. Regrettably, we are writing to inform you of an incident involving some of that information.

On October 1, 2019, during an audit of our electronic medical record system, Nebraska Medicine discovered that an employee accessed patient records outside of the employee's job responsibilities. The employee's access to Nebraska Medicine patient information was terminated the next day. Our investigation determined that the unauthorized access occurred between July 11, 2018 and October 1, 2019, and that the employee viewed some of your medical record. The information that was viewed may have included your demographic information, such as your name, address, date of birth, medical record number, Social Security number and/or driver's license number; and/or clinical information, such as physician notes, laboratory results and/or imaging.

We have **no** indication that any of your information has been misused. However, in an abundance of caution, we wanted to notify you of this incident to assure you that we take this matter very seriously. As a precaution, we are offering you 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 support focused on immediate identification and resolution of identity theft. IdentityWorksSM Credit 3B is completely free to you and we understand that enrolling in this program will not hurt your credit score. **For more information on identity theft prevention and instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.**

Please accept my sincere apology. This individual no longer works for Nebraska Medicine and no longer has access to Nebraska Medicine systems. To help prevent something like this from happening again, we are continuing to regularly audit our electronic medical record system for potential unauthorized activity, and are retraining staff about appropriate access of patient information.

If you have any questions, please call 1-844-416-6280 between 8am to 5pm Central Time, Monday-Friday.

Sincerely,

A handwritten signature in black ink, appearing to read 'Debra Bishop', written over a horizontal line.

Debra Bishop
Privacy Officer

Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: **February 16, 2020** (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: www.experianidworks.com/3bcredit
3. PROVIDE the **Activation Code**: XXXXXXXXXX

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** by **February 16, 2020**. Be prepared to provide engagement number **DB16582** 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.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at **877-288-8057**. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

* 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.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

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 state. 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. Contact information for the Federal Trade Commission is as follows:

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

Fraud Alerts: There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one (1) year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

Credit Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, so that no new credit can be opened in your name without the use of a PIN that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit.

There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

To request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.)
2. Social Security number
3. Date of birth
4. If you have moved in the past five years, provide the addresses where you have lived over the prior five years
5. Proof of current address such as a current utility bill or telephone bill
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
7. If you are a victim of identity theft, include a copy of the police report, investigative report, or complaint to a law enforcement agency concerning identity theft

The credit reporting agencies have one business day after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five business days and provide you with a unique personal identification number ("PIN") or password or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, or to lift a security freeze for a specified period of time, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to the credit reporting agencies and include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze as well as the identity of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have one hour after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to each of the three credit bureaus and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have one hour after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to remove the security freeze.