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CONSUMER PROTECTION

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June 18, 2020

VIA OVERNIGHT MAIL

Attorney General Joseph Foster
Office of the Attorney General
33 Capital Street
Concord, NH 03302

RE: INCIDENT NOTIFICATION

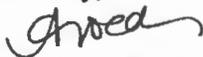
Dear Sir or Madam:

We are writing on behalf of our client, North Shore Pain Management (NSPM), regarding a recent incident involving 336 New Hampshire residents.

On April 21, 2020, NSPM became aware that an unauthorized person gained access to its system and acquired some of its files beginning on April 16, 2020. NSPM worked with third party experts, including the FBI, Secret Service and privacy professionals, to investigate this incident and secure its network. The investigation determined that information acquired during the incident may have included patients' names, addresses, dates of birth, health insurance information, social security numbers, information for care received at NSPM or North Shore Anesthesia, such as diagnosis and treatment information and images, as well as checking account or payment card information for patients who paid NSPM or North Shore Anesthesia by mail between August 1, 2014 and April 16, 2020.

As a covered entity under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), NSPM began mailing letters in substantially the same form as attached to the New Hampshire residents on June 18, 2020 and is offering complimentary credit monitoring to those individuals whose Social Security number may have been involved.¹ To help prevent something like this from happening again, NSPM is enhancing its security controls and has hired a new IT management company.

Sincerely,



Aleksandra M. Vold
Counsel

Enclosure

¹ This report is not and does not constitute a waiver of NSPM's objection that the State of New Hampshire lacks personal jurisdiction over NSPM for any claim related to this incident.



C/O ID Experts
P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call:
(833) 579-1112
Or Visit:
<https://ide.myidcare.com/nspmenroll>
Enrollment Code:
<<XXXXXXXXXX>>

<<FIRST NAME>> <<LAST NAME>>
<<ADDRESS 1>><<ADDRESS 2>>
<<CITY>> <<STATE>>, <<ZIP CODE>>

Dear <<First Name>> <<Last Name>>,

North Shore Pain Management (“NSPM”) values the privacy and confidentiality of our patients’ information. Regrettably, we are writing to inform you that we recently identified and addressed a security incident that involves some of your information. This notice explains the incident, measures we have taken, and some steps you can take in response.

On April 21, 2020, we became aware that an unauthorized person gained access to our system and acquired some of our files beginning on April 16, 2020. We worked with third party experts, including the FBI, Secret Service and privacy professionals, to investigate this incident and secure our network. The investigation determined that the information acquired during this incident may have included your name, address, date of birth, health insurance information, Social Security number, clinical information for care received at NSPM or North Shore Anesthesia, such as diagnosis and treatment information and images, as well as checking account or payment card information for patients who paid NSPM and North Shore Anesthesia via mail between August 1, 2014 and April 16, 2020.

We want to assure you that we take this matter very seriously. In an abundance of caution, we are offering complementary identity theft protection services through ID Experts®, the data breach and recovery services expert, to provide you with MyIDCare™. MyIDCare services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. With this protection, MyIDCare will help you resolve issues if your identity is compromised. To enroll, please call (833) 579-1112, Monday through Friday from 9 am - 9 pm Eastern Time, or visit <https://ide.myidcare.com/nspmenroll> and use the Enrollment Code provided above. Please note the deadline to enroll is September 18, 2020.

We recommend you review the statements you receive from your health insurer. If you see services you did not authorize, please contact the insurer immediately. We also recommend that you review your financial statements and immediately report any suspicious activity to your financial institution. For more information on identity theft prevention, please see the information provided in the pages that follow this letter.

We sincerely apologize any concern or inconvenience this incident may cause our patients. To help prevent something like this from happening again, we are working to enhance our security controls and have hired a new IT management company. Should you have any questions, please call (833) 579-1112, Monday through Friday from 9 am - 9 pm Eastern Time.

Sincerely,

Minesh Patel, MD
North Shore Pain Management
North Shore Anesthesia

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 and Credit or Security Freezes:

Fraud Alerts: There are two types of general 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 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.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? 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

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Additional information for residents of the following states:

Connecticut: You may contact and obtain information from your state attorney general at: *Connecticut Attorney General's Office*, 165 Capitol Ave, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag

District of Columbia: You may contact and obtain information from your attorney general at: Office of the Attorney General for the District of Columbia, 441 4th Street, NW, Washington, DC 20001, 1-202-727-3400, www.oag.dc.gov

Maryland: You may contact and obtain information from your state attorney general at: *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.oag.state.md.us

Massachusetts: Under Massachusetts law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: *Office of the Massachusetts Attorney General*, One Ashburton Place, Boston, MA 02108, 1-617-727-8400, www.mass.gov/ago/contact-us.html

New York: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583/1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov

Rhode Island: Under Rhode Island law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: *Rhode Island Attorney General's Office*, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, www.riag.ri.gov

West Virginia: You have the right to ask that nationwide consumer reporting agencies place "fraud alerts" in your file to let potential creditors and others know that you may be a victim of identity theft, as described above. You also have a right to place a security freeze on your credit report, as described above.

A Summary of Your Rights Under the Fair Credit Reporting Act: The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Your major rights under the FCRA are summarized below. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

- You must be told if information in your file has been used against you.
- You have the right to know what is in your file.
- You have the right to ask for a credit score.

- You have the right to dispute incomplete or inaccurate information.
- Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.
- Consumer reporting agencies may not report outdated negative information.
- Access to your file is limited.
- You must give your consent for reports to be provided to employers.
- You may limit “prescreened” offers of credit and insurance you get based on information in your credit report.
- You have a right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization.
- You may seek damages from violators.
- Identity theft victims and active duty military personnel have additional rights.



C/O ID Experts
P.O. Box 1907
Suwanee, GA 30024

<<FIRST NAME>> <<LAST NAME>>
<<ADDRESS 1>><<ADDRESS 2>>
<<CITY>> <<STATE>>, <<ZIP CODE>>

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We want to assure you that we take this matter very seriously. We recommend you review the statements you receive from your health insurer. If you see services you did not authorize, please contact the insurer immediately. We also recommend that you review your financial statements and immediately report any suspicious activity to your financial institution. For more information on identity theft prevention as well as information on additional steps you can take, please see the information provided in the pages that follow this letter.

We sincerely apologize any concern or inconvenience this incident may cause our patients. To help prevent something like this from happening again, we are working to enhance our security controls and have hired a new IT management company. Should you have any questions, please call (833) 579-1112, Monday through Friday from 9 am - 9 pm Eastern Time.

Sincerely,

A handwritten signature in black ink, appearing to read "Minesh Patel".

Minesh Patel, MD
North Shore Pain Management
North Shore Anesthesia

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