



# University of Connecticut Health Center

March 7, 2013

**VIA FEDERAL EXPRESS**

Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301  
Attn: Attorney General Michael A. Delaney

Re: Incident Notification

Dear Attorney General Delaney:

On January 7, 2013, the University of Connecticut Health Center (the "Health Center") became aware of a breach involving the personal health information of 1,382 patients including two New Hampshire residents. Specifically, a Health Center employee inappropriately accessed some of the personal information contained in the subject patients' medical records. The records included names, addresses, dates of birth and, in some cases, Social Security numbers and other personal health information of Health Center patients. While the Health Center's investigation of this breach determined that access to 1,382 patient records occurred, the Health Center has no evidence to suggest that the subject employee actually viewed, misused or misappropriated any of the health information listed herein.

The Health Center will send notification letters to all patients whose records were inappropriately accessed on March 8, 2013. Through that notification, the Health Center will offer all such patients two years of credit monitoring service at no charge. The credit monitoring service is being offered through AllClearID and includes monitoring with all three national credit bureaus, a \$1 million insurance policy and a call center which patients can contact with questions Monday through Saturday, 9 am to 9 pm EST. The Health Center will also provide patients additional information to protect themselves, including information on obtaining a copy of their credit reports and placing a security freeze or fraud alert on their credit file.

The Health Center employee who inappropriately accessed the patient records was investigated and resigned during the investigation process.

The Health Center takes its obligation to safeguard patient personal information very seriously and the Health Center is diligently working to prevent any further unauthorized access to our patients' medical records. Should you



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have any questions or would like further information about this incident, you may contact me at (860) 679-3501 or [mauriello@nso1.uhc.edu](mailto:mauriello@nso1.uhc.edu).

A handwritten signature in cursive script that reads "Iris J. Mauriello".

Iris J. Mauriello RN, CHC  
Compliance Integrity & Privacy Officer  
University of Connecticut Health Center



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Please see attached document. This notice to patients is still in draft form however it is substantially representative of the notice that will be mailed to affected patients on March 8, 2013.

Sincerely,

A handwritten signature in cursive script that reads "Iris J. Mauriello".

Iris J. Mauriello RN, CHC  
Compliance Integrity & Privacy Officer  
University of Connecticut Health Center



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Processing Center · P.O. Box 3825 · Suwanee, GA 30024



**Free Identity Protection**

Redemption Code: {RedemptionCode}

Enroll at [enroll.allclearid.com](http://enroll.allclearid.com)

Assistance Hotline: (877) 313-1398

[First\_Name] [Last\_Name]  
[Address\_1]  
[Address\_2]  
[City], [State] [Zip]

March 8, 2013

Dear [First\_Name] [Last\_Name],

Our records show that you have received medical services from the University of Connecticut Health Center (the "Health Center"). On January 7, 2013, we became aware of a breach involving your personal health information. Specifically, a former Health Center employee inappropriately accessed some of your personal information contained in your medical record. The information accessed may have included your name, address, date of birth, Social Security number and diagnosis and treatment information. At this time, we have no evidence to suggest that any of your personal information has been misused or misappropriated.

We take our obligation to safeguard patient personal information seriously. We sincerely regret this incident and apologize for any inconvenience this may cause you. We want to alert you so you can take steps to protect yourself.

We recommend that you register for identity protection from AllClearID, which we have arranged to provide for two years at no charge to you. The attached AllClearID Reference Guide provides details on these and other steps you may wish to consider. We encourage you to remain vigilant and regularly review and monitor your credit reports and medical benefits statements. **You must register with AllClear ID by June 10, 2013 to receive this complimentary identity protection service.** You will need to provide the redemption code that is listed at the top of this page. You may register online at [enroll.allclearid.com](http://enroll.allclearid.com) or by mail using the enclosed mail-in registration form, or by phone by calling **1-877-313-1398** toll-free, Monday through Saturday, 9 a.m to 9 p.m EST. Please note that additional action after registration may be required by you in order to activate your phone alerts and monitoring options. Mailed registrations may take up to ten (10) business days before the registration is received and you are able to log-in to your account. Please see the enclosure to learn more about AllClear ID.

You are entitled under U.S. law to one free credit report annually from each of the three national credit bureaus. To order your free credit report, call toll-free at (877) 322-8228 or visit [www.annualcreditreport.com](http://www.annualcreditreport.com).



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Again, we sincerely regret any inconvenience this may cause you. Please be assured that the Health Center is diligently working to prevent further inappropriate access to our patients' medical records.

Sincerely,

Iris J. Mauriello RN, CHC  
Compliance Integrity & Privacy Officer  
University of Connecticut Health Center