

HealthFirst Bluegrass Notifies Patients and Employees of Data Security Incident

LEXINGTON, KENTUCKY: August 21, 2020 – HealthFirst Bluegrass (“HFB”) has learned of a data security incident that may have impacted personal and Protected Health Information belonging to some current and former HFB patients and employees. HFB has sent notification of this incident to potentially impacted individuals and has provided resources to assist them.

On or about April 15, 2020, HFB discovered unusual activity within its email system. Upon discovering this activity, HFB took immediate steps to secure its email system and began an investigation. In so doing, HFB engaged an independent digital forensics firm to determine what happened and to what extent patient and employee information may have been impacted. On May 28, 2020, HFB learned that an employee’s email account had been accessed without authorization. On July 27, 2020, HFB learned that messages and attachments contained within the accessed email account included the personal information and Protected Health Information of some former and current patients and employees. HFB then took steps to identify current mailing addresses in order to notify potentially impacted individuals.

While there is no evidence of the misuse of any information potentially involved in this incident, on August 21, 2020, HFB sent notification letters to the potentially impacted individuals. Based on the investigation of the incident, the following personal and Protected Health Information may have been involved in the incident: names, dates of birth, financial account information, driver’s license numbers, Social Security numbers, medical diagnoses, and medical treatment history.

HFB takes the security of patient and employee information very seriously and is taking steps to prevent a similar event from occurring in the future. Additionally, the notification letters sent by HFB to potentially impacted individuals include information about steps that individuals can take to protect their information.

HFB has established a toll-free call center to answer questions about the incident and to address related concerns. Call center representatives are available Monday through Friday from 9:00am – 6:30pm Eastern Standard Time and can be reached at 1-888-920-0226.

The privacy and protection of personal and Protected Health Information is a top priority for HFB, which deeply regrets any inconvenience or concern this incident may cause.

While we have no evidence of the misuse of any potentially affected individual’s information, we are providing the following information to help those wanting to know more about steps they can take to protect themselves and their personal information:

What steps can I take to protect my personal information?

- Please notify your financial institution immediately if you detect any suspicious activity on any of your accounts, including unauthorized transactions or new accounts opened in your name that you do not recognize. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.

- You can request a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To do so, 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 listed at the bottom of this page.
- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC's website offers helpful information at www.ftc.gov/idtheft.
- Additional information on what you can do to better protect yourself is included in your notification letter.

How do I obtain a copy of my credit report?

You can 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. Use the following contact information for the three nationwide credit reporting agencies:

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

How do I put a fraud alert on my account?

You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors to possible fraudulent activity within your report and requests that your creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is included in the letter and is also listed at the bottom of this page.

How do I put a security freeze on my credit reports?

You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or online by following the instructions found at the websites listed below. You will need to provide the following information when requesting a security freeze (note that if you are making a request for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; and (4) address. You may also be asked to provide other personal information such as your email address, a copy of a government-issued identification card, and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name

and current mailing address, and the date of issue. There is no charge to place, lift, or remove a freeze. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze	Experian Security Freeze	TransUnion (FVAD)
PO Box 105788	PO Box 9554	PO Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19022
1-800-685-1111	1-888-397-3742	1-800-909-8872
www.equifax.com	www.experian.com	www.transunion.com

What should I do if my family member was involved in the incident and is deceased?

You may choose to notify the three major credit bureaus, Equifax, Experian and Trans Union, and request they flag the deceased credit file. This will prevent the credit file information from being used to open credit. To make this request, mail a copy of your family member's death certificate to each company at the addresses below.

Equifax	Experian	TransUnion
Equifax Information Services	Experian Information	Trans Union Information
P.O. Box 105169,	Services	Services
Atlanta, GA 30348	P.O. Box 9701	P.O. Box 2000
	Allen, TX 75013	Chester, PA 19022

Personal Information of a Minor:

You can request that each of the three national credit reporting agencies perform a manual search for a minor's Social Security number to determine if there is an associated credit report. Copies of identifying information for the minor and parent/guardian may be required, including birth or adoption certificate, Social Security card and government issued identification card. If a credit report exists, you should request a copy of the report and immediately report any fraudulent accounts to the credit reporting agency. You can also report any misuse of a minor's information to the FTC at <https://www.identitytheft.gov/>. For more information about Child Identity Theft and instructions for requesting a manual Social Security number search, visit the FTC website: <https://www.consumer.ftc.gov/articles/0040-child-identity-theft>. Contact information for the three national credit reporting agencies may be found above.