



OFFICE OF COMPLIANCE
AND PRIVACY

C/O ID Experts
10300 SW Greenburg Rd. Ste. 570
Portland, OR 97223

Parent(s) of <<Patient's Name>> <<Patient's Last Name>>
<<Address 1>> <<Address 2>>
<<City>>, <<State>> <<Zip code>>

Notice of Data Breach

December 19, 2017

RE: <<Patient's Name>> <<Patient's Last Name>> Medical Information

Dear Parent(s) of <<Patient's Name>>:

We are writing with important information about your child's confidential health information.

What Happened

On November 29, 2017, Children's Hospital Los Angeles ("CHLA") learned that your child's confidential health information was inadvertently transmitted to the wrong insurance payor.

What Information Was Involved

The insurance claim included the following information about your child: Name, Address, Medical Record Number, Date of Birth, Description of Services Provided, and Date of Service.

What We Are Doing

Once we became aware of this incident, we contacted the insurance payor and received confirmation that your child's information has been deleted. Additionally, we have updated your child's medical record to remove the incorrect payor information and will be re-enforcing education with our staff and vendors on the importance of safeguarding patient information.

In addition, we have partnered with ID Experts®, the data breach and recovery services expert, to provide you with valuable information about this incident. Please contact ID Experts at 1-800-939-4170 for assistance.

What You Can Do

We have no evidence that your child's information has been misused in any way; however, as a precaution, we wanted to notify you and let you know that we are taking this incident very seriously. We also recommend that you carefully review documentation that you receive from your health insurer, which may include Explanation of Benefits Statements. If you see services that your child did not receive, contact your health insurance company promptly.

For More Information

We deeply regret any inconvenience this incident may cause you. Keeping your child's health information private is part of our commitment to providing high-quality and safe health care. If you have any questions, please contact ID Experts at 1-800-939-4170 for assistance. ID Experts' representatives are available 6am-5pm PST Monday through Friday.

Sincerely,

A handwritten signature in black ink, appearing to read 'LSP', followed by a long horizontal line extending to the right.

Lori S. Pelliccioni
Vice President & Corporate Integrity Officer