



COVENANT CARE

We Are Family Serving Families

PO Box 480149  
Niles, IL 60714

<<First Name>> <<Last Name>>  
<<Address 1>> <<Address 2>>  
<<City>>, <<State>> <<ZIP>>

Enrollment Code: <<XXXXXXXXXX>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

August 29, 2024

Dear <<First Name>> <<Last Name>>:

Covenant Care California, LLC (“Covenant Care”) is writing to make you aware of an incident that may affect some of your information. Covenant Care owns and operates skilled nursing facilities and home health agencies throughout California and Nevada. Covenant Care also previously provided rehabilitation services through a company called AFFIRMA, including at Fairview Skilled Nursing, and currently provides home healthcare services under the names Focus Health, Elevate Home Health, Choice Home Health Care, Choice Personal Care and San Diego Home Health. You are receiving this notice because you are a current or former patient or responsible party for a patient at one of our facilities. This notice provides you with information about the incident, our response, and steps you may take to help protect your personal information, should you feel it is appropriate to do so.

**What Happened?** On or about November 14, 2023, Covenant Care identified suspicious activity related to certain systems within its computer network. In response, we promptly took steps to secure our systems and began an investigation into the activity. The investigation determined that an unauthorized party copied certain files from our systems as part of the incident between November 12 and November 14, 2023. We then undertook a comprehensive, detailed review of the relevant files to determine what information was present and to whom it relates. We completed our review on August 9, 2024, and thereafter reviewed our internal records in order to identify accurate address information and provide notification to individuals as quickly as possible.

**What Information Was Involved?** Our investigation determined that the following information was present in the relevant files: name, <<Data Elements>>.

**What We Are Doing.** Information privacy and security are among our highest priorities. Covenant Care’s technical, administrative, and physical safeguards are being reviewed to identify and implement any potential enhancements to its security measures, including installation of additional technical safeguards to our network. Further, our general privacy and security policies and procedures are being reviewed for potential enhancements. We also reported this incident to federal law enforcement and appropriate state and federal regulators. As an added precaution, Covenant Care is offering you access to <<12/24>> months of credit monitoring and identity protection services at no cost to you. You will find information on how to enroll in these services in the “Steps You Can Take To Help Protect Personal Information” section of this letter. We encourage you to enroll in these services as we are not able to do so on your behalf.

**What You Can Do.** We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. Please also review the information contained in the “Steps You Can Take To Help Protect Personal Information” section of this letter.

**For More Information.** If you have additional questions or concerns, please call our dedicated assistance line at 1-877-213-3439 (toll-free), which is available 6:00am – 6:00pm Pacific Time Monday through Friday.

Sincerely,

Jacqueline Turner, R.N.



## STEPS YOU CAN TAKE TO HELP PROTECT PERSONAL INFORMATION

### Enroll in Monitoring Services

Scan the QR image or go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

### Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to 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, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

### Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect their personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade

Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.

*For North Carolina residents*, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and [www.ncdoj.gov](http://www.ncdoj.gov).