



P.O. Box 989728
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

Enrollment Code: <<Enrollment Code>>

To Enroll, Scan the QR Code Below:



Or Visit:

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

July 26, 2023

Re: Notice of Data Breach

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

We are writing to provide you, or your parent, guardian or guarantor, with information about a recent cybersecurity incident involving your personal information. We wanted to share some details and offer you some resources that you may find helpful. Please note the section titled "What You Can Do" below.

Who is HCA Healthcare? HCA Healthcare is one of the country's leading providers of healthcare services and through its affiliates operates 180 hospitals and 2,300+ sites across 20 states and the United Kingdom. Our records indicate that you received care at one or more of the following California-based hospitals:

Riverside Community Hospital, located at 4445 Magnolia Ave, Riverside, CA 92501;
Regional Medical Center of San Jose, located at 225 N Jackson Ave, San Jose, CA 95116;
West Hills Hospital & Medical Center, located at 7300 Medical Center Dr, West Hills, CA 91307;
Los Robles Hospital and Medical Center, located at 215 West Janss Rd, Thousand Oaks, CA 91360;
Good Samaritan Hospital, located at 2425 Samaritan Dr, San Jose, CA 95124.

You may have also received care at other HCA Healthcare-affiliated facilities or physician offices. For a complete list of facilities and physician offices that are or were previously affiliated with HCA Healthcare and may have been affected by this incident, please visit <https://hcahealthcare.com/about/privacy-update.dot> or call the toll-free number below.

What Happened? On or around July 5, 2023, HCA Healthcare discovered that a list of certain information with respect to some of its patients was made available on an online platform by an unauthorized party. Preliminary investigation suggests the information was obtained by the unauthorized party in late June in what appears to be a theft from an external storage location exclusively used to automate the formatting of email messages, such as reminders that patients may wish to schedule an appointment and education on healthcare programs and services. This incident has caused no disruption to the care and services HCA Healthcare affiliates provide to patients and communities.

What Information is Involved? Our review determined that the exposed files contained some of your personal information, including your name, city, state, zip code, email, telephone number, date of birth, gender, service date, location and, in some instances, the date of next appointment. Importantly, the exposed personal information does *not* include clinical information, such as treatment, diagnosis, or condition; or payment information, such as credit card or account numbers; or other sensitive information, such as passwords, government-issued ID numbers, or social security numbers.

What Are We Doing? Upon discovery, we disabled user access to the aforementioned storage location as an immediate containment measure. HCA Healthcare also reported this event to law enforcement and retained third-party forensic and threat intelligence advisors to investigate the incident. Additionally, HCA Healthcare has various security strategies, systems, and protocols already in place, which are being reviewed to identify any enhancement opportunities.

What You Can Do. It is always good practice to be vigilant against identity theft and fraud by reviewing your account statements and monitoring any available credit reports for unauthorized or suspicious activity, and by taking care in response to any email, telephone or other contacts that ask for personal or sensitive information (e.g., phishing). HCA Healthcare will never request sensitive information by phone or email. We encourage you to remain vigilant in identifying calls, emails or SMS texts which appear to be spam or fraudulent. Additionally, you should never open links or attachments sent from untrusted sources. You may also review the attached *Steps You Can Take to Help Protect Your Information* as a helpful resource.

We are also providing complimentary credit monitoring and identity protection services for 2 years via IDX. These services include credit monitoring, a \$1,000,000 insurance reimbursement policy and full managed identity restoration in the event that you fall victim to identity theft, and dark web monitoring to monitor if your data appears in illicit online forums. To activate these services, you may follow the instructions included in the attached *Steps You Can Take to Help Protect Your Information*.

For More Information. For further information, please call 1-888-993-0010, Monday to Friday from 8 am – 8 pm Central Time.

Sincerely,

Ethics and Compliance Department
HCA Healthcare

Steps You Can Take to Help Protect Your Information

Enroll in IDX Credit Monitoring and Identity Protection Services

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. Please note the deadline to enroll is October 26, 2023.

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 your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your 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 with the credit reporting bureau. 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 you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

If you discover any suspicious items on your credit reports or from the fraud alert and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of the IDX ID Care team who will help you determine the cause of the suspicious items. In the event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, free of charge, 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 your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide 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, military identification, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency filed by you concerning identity theft if you are a victim of identity theft.

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

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	833-395-6938
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

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; 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. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud (this letter alone does not suggest that you are a victim of or at risk of identity theft or fraud). Please note that in order for you to file a police report for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

For California residents, the California Office of Privacy Protection (www.oag.ca.gov/privacy) may be contacted for additional information on protection against identity theft. The California Attorney General can be contacted at 1300 I Street, Sacramento, CA 95814, www.oag.ca.gov, 800-952-5225.

For Maryland residents, the Maryland Attorney General can be contacted at 200 St. Paul Place, Baltimore, MD 21202, www.marylandattorneygeneral.gov, 888-743-0023.

For North Carolina residents, the North Carolina Attorney General can be contacted at Mail Service Center 9001, Raleigh, NC 27699, www.ncdoj.gov, 877-566-7226.

For Rhode Island residents, the Rhode Island Attorney General can be contacted at 150 South Main Street, Providence, RI 02903, www.riag.ri.gov, 401-274-4400. You have the right to file or obtain a police report regarding this incident.

For District of Columbia residents, the District of Columbia Attorney General can be contacted at 400 6th Street NW, Washington, DC 20001, www.oag.dc.gov, 202-727-3400.

For Iowa residents, the Iowa Attorney General can be contacted at 1305 E. Walnut Street, Des Moines, Iowa 50319, www.ag.iowa.gov, 515-281-5926 or 888-777-4590.

For New York residents, the New York Attorney General may be contacted at the Capital, Albany, NY 12224, www.ag.ny.gov, 800-771-7755.

For Oregon residents, the Oregon Attorney General may be reached at 1162 Court Street NE, Salem, OR 97301, www.dog.state.or.us, 503-378-6002.

For South Carolina residents, the South Carolina Department of Consumer Affairs may be reached at 293 Greystone Blvd., Ste. 400, Columbia, SC 29210, www.consumer.sc.gov, 800-922-1594.

For Kentucky residents, the Kentucky Attorney General may be contacted at 700 Capital Avenue, Suite 118, Frankfort, KY 40601, www.ag.ky.gov, 502-696-5300.

For Massachusetts residents, you have the right to obtain a police report regarding this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

For New Mexico residents, you have the right to obtain a police report regarding this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the 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 credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

