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January 10, 2020

**VIA WEBSITE PORTAL**

Attorney General Xavier Becerra  
Office of the Attorney General  
California Department of Justice  
Attn: Public Inquiry Unit  
P.O. Box 944255  
Sacramento, CA 94244-2550

Re: Notification of Data Security Incident

Dear Attorney General Becerra:

Lewis Brisbois Bisgaard & Smith LLP (“Lewis Brisbois”) represents PIH Health, a healthcare provider headquartered in Whittier, California. This letter is being sent to provide notification of a data security incident potentially involving information belonging to California residents. PIH Health is in the process of effectuating notification to potentially impacted individuals pursuant to the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) and Cal. Civ. Code § 1798.82.

**1. Nature of the security incident.**

On June 18, 2019, PIH Health learned that certain PIH Health employee email accounts had potentially been accessed without authorization as a result of a targeted email phishing campaign. After learning this information, PIH Health reset the passwords required to access the employee email accounts and implemented additional email and network security measures. PIH Health also immediately began an investigation and, in so doing, engaged leading, independent cybersecurity experts to determine what happened and whether sensitive information, including personal information and protected health information, was accessed or acquired without authorization. As a result, PIH Health learned on October 2, 2019 that certain PIH Health employee email accounts were accessed without authorization between June 11, 2019 and June 19, 2019.

Upon receipt of confirmation of unauthorized access to certain PIH Health employee email accounts, PIH Health engaged the same leading, independent cybersecurity experts to determine whether the above-referenced employee email accounts contained personal information or protected health information that may have been subject to unauthorized access as a result. On November 12, 2019, as a result of that review, PIH Health learned that personal information belonging to California residents – including individuals’ names, Social Security numbers, driver’s license numbers, medical information, health insurance information, and online account credentials – was contained within the accessed email accounts in the form of messages and attachments.

**2. Number of California residents affected.**

PIH Health is in the process of notifying 159879 California residents regarding this data security incident. Notification letters are being mailed via first class U.S. mail on January 9th and 10th, 2020. A sample copy of the notification letter is included with this letter.

**3. Steps taken relating to the incident.**

PIH Health takes the security of all information within its possession very seriously. California residents whose Social Security numbers were contained in the accessed email accounts have been offered 12 months of single bureau credit monitoring services through Kroll. PIH Health has taken steps to enhance the security of information to help prevent similar incidents from occurring in the future including, but not limited to: promptly deploying an incident response team and protocol based upon the NIST framework, promptly engaging independent cybersecurity experts to investigate, enabling new email security appliances, immediately changing passwords for affected individuals and high risk accounts, promptly notifying staff of the incident to guard against reoccurrence, reinforcing two-factor authentication where available, implementing additional training to guard against phishing attacks, and revising PIH's policies and procedures.

**4. Contact information.**

PIH Health is dedicated to protecting the sensitive information that is in its control. If you have any questions or need additional information, please do not hesitate to contact me at (720) 292-2052, or by e-mail at [Alyssa.Watzman@lewisbrisbois.com](mailto:Alyssa.Watzman@lewisbrisbois.com).

Sincerely,



Alyssa Watzman of  
LEWIS BRISBOIS BISGAARD & SMITH LLP

Enclosure