



**HARVARD**  
EYE ASSOCIATES



**ASC**  
Alicia Surgery Center

C/O IDX  
PO Box 4129  
Everett WA 98204

ENDORSE



NAME  
ADDRESS1  
ADDRESS2  
CSZ  
COUNTRY

SEQ  
CODE 2D  
Ver 1

BREAK

To Enroll in IDX Identity Protection,  
Please Call:  
1-833-726-0934  
Or Visit:  
<https://app.idx.us/account-creation/protect>  
Enrollment Code: <<XXXXXXXXXX>>

February 5, 2021

**Notice of Data Breach**

Dear <<First Name>> <<Last Name>>,

Harvard Eye Associates and Alicia Surgery Center value our patients and their privacy. That is why we are writing you this letter together to let you know about an incident that involved your personal information.

**What Happened**

Harvard Eye Associates contracts with a vendor for online data storage. On January 15, 2021, the vendor notified Harvard Eye that hackers had accessed the vendor’s computer system and taken some of our data.

The vendor informed Harvard Eye that the hackers had demanded money to return the data they had taken. After consulting with cybersecurity experts and the FBI, the vendor made the payment. The hackers then returned the data and told the vendor that they had not disclosed the data or kept any copies. The vendor determined, through its investigation, that the hackers might have been able to access Harvard Eye’s data as early as October 24, 2020. The vendor’s cybersecurity experts have been monitoring the internet and have not found any evidence that the hackers used or disclosed any of the data.

**What Information Was Involved**

The information taken by the hackers included some of Harvard Eye’s own patient information. It also included information about patients of Alicia Surgery Center, which Harvard Eye was using in order to perform administrative services for the Surgery Center.

The data taken by the hackers might have included your name, address, phone number, email address, date of birth, medical history, health insurance information, medications, and information about treatment you received from Harvard Eye. If you have had eye surgery at Alicia Surgery Center, the data might also have included medical information related to your surgery.

The hackers did **not** have access to your social security number, driver’s license number, other government ID number, or credit or debit card information.

**What We Are Doing**

When the vendor learned of this incident, it notified the FBI, hired cybersecurity experts, investigated, blocked further access by the hackers, and strengthened its security measures to help prevent future incidents. At Harvard Eye and Alicia Surgery Center, we have taken steps to review and analyze the incident, and we will continue our ongoing efforts to maintain and enhance the security of our patients’ data.

While we have no evidence that the hackers used or disclosed any of your personal information, for the sake of providing you peace of mind, we are offering identity theft protection services through IDX. IDX identity protection services include: **xx** months of credit and CyberScan monitoring, a \$1 million insurance reimbursement policy, and identity theft recovery services. These IDX services can help you resolve issues if your identity is compromised.

### **What You Can Do**

We encourage you to contact IDX to enroll in the free identity protection services by calling 1-833-726-0934 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9am to 9pm Eastern Time. Please note the deadline to enroll is **May 5, 2021**.

We encourage you to take advantage of these free services. You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the enrollment code at the top of the first page of this letter when calling or enrolling online, so please do not discard this letter.

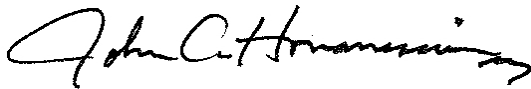
### **For More Information**

We regret that this incident occurred, and we apologize for any stress or inconvenience it causes you.

If you have questions about the free identity protection services, or to enroll in those services, please call 1-833-726-0934 or go to <https://app.idx.us/account-creation/protect>.

If you have questions about the hacking incident, please call Harvard Eye Associates at (888) 611-0026.

Sincerely,



**John Hovanesian, MD**  
Vice President  
Harvard Eye Associates



**Edward Kim, MD**  
Medical Director  
Alicia Surgery Center

(Enclosure)



## Recommended Steps to help Protect your Information

**1. Website and Enrollment.** 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 first page of the letter. You can also enroll by calling IDX at 1-833-726-0934.

**2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

**3. Be aware of suspicious activity involving your health insurance.** Contact your healthcare providers if bills do not arrive when expected. Review your Explanation of Benefits forms to check for irregularities or suspicious activity. You can also contact your health insurance company to notify them of possible medical identity theft or ask for a new account number.

**4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify IDX 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 our ID Care team who will help you determine the cause of the suspicious items. If you fall victim to identity theft, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**5. Place Fraud Alerts** with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

### Credit Bureaus

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069  
[www.equifax.com](http://www.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters

in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

**Please Note: No one is allowed to place a fraud alert on your credit report except you.**

**6. Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

**7. You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

**California Residents:** Visit the California Office of Privacy Protection ([www.oag.ca.gov/privacy](http://www.oag.ca.gov/privacy)) for additional information on protection against identity theft.

**Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), Telephone: 1-502-696-5300.

**Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, [www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer), Telephone: 1-888-743-0023.

**New Mexico Residents:** 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](http://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.

**New York Residents:** You may contact and obtain information from these state agencies: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>; State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583, [www.dos.ny.gov/consumerprotection](http://www.dos.ny.gov/consumerprotection).

**North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), Telephone: 1-919-716-6400.

**Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, [www.doj.state.or.us/](http://www.doj.state.or.us/), Telephone: 877-877-9392

**Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), Telephone: 401-274-4400

**All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.