KootenaiHealth

Return Mail to IDX
PO Box 480149
Niles, IL 60714

Enrollment Code: <<XXXXXXXX>>

To Enroll, Scan the QR Code Below:

SCAN ME

Or Visit:
https://app.idx.us/account-creation/protect

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

August 12, 2024

Subject: Notice of Data <<Variable Text 1: Breach or Security Incident>>

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

Kootenai Health and its subsidiaries Kootenai Clinic, Kootenai Outpatient Surgery and Kootenai Outpatient Imaging (collectively "Kootenai Health") are writing to inform you of a data security incident that may have involved your personal and/or protected health information. Kootenai Health is committed to maintaining the trust of our valued <<Variable Text 2: employees and their dependents / patients>>, and the privacy and security of all information in our possession is a top priority. That is why we are notifying you of the event and providing you with resources to help protect your information. We encourage you to read this letter carefully and to follow the steps outlined at the end of this letter on how to protect your personal information.

**What Happened?** On March 2, 2024, Kootenai Health became aware of unusual activity that disrupted access to certain IT systems. Upon discovering this activity, we took steps to secure our digital environment. We also engaged leading cybersecurity experts to assist with an investigation and to determine whether personal information may have been accessed or acquired without authorization. The investigation revealed that an unknown actor may have gained unauthorized access to certain data from the Kootenai Health network on or about February 22, 2024. Kootenai Health then worked to conduct a comprehensive review of the impacted data to determine what personal and/or protected health information was involved and to verify the affected information and mailing addresses for impacted individuals to ensure we had the most up to date contact information. This process was completed on August 1, 2024.

**What Information Was Involved?** The information involved if impacted may have included your name along with your date of birth, Social Security number, driver's license or government-issued identification number, medical record number, medical treatment and condition information, medical diagnoses, medication information, and health insurance information.

**What We Are Doing?** As soon as we discovered this incident, we took the steps referenced above. We also implemented additional security features to reduce the risk of a similar incident occurring in the future. We notified the Federal Bureau of Investigation and will provide whatever cooperation is necessary to hold the responsible parties accountable, if possible.

Kootenai Health is also offering you the opportunity to enroll in complimentary credit monitoring and identity theft protection services through IDX, A Zero Fox Company. IDX identity protection services include: <<12/24>> months of credit and CyberScan monitoring, a $1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. To enroll scan the QR image, 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 or call 1-888-663-1581. The deadline to enroll in these services is November 7, 2024.

**What You Can Do.** We encourage you to enroll in the complimentary credit protection services we are offering. With this protection, IDX can help you resolve issues if your identity is compromised. Please also review the guidance at the end of this letter which includes additional resources you may utilize to help protect your information.

**For More Information.** IDX Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 6:00 a.m. to 6:00 p.m. Pacific Time, Monday through Friday, excluding holidays. Please call the help line at 1-888-663-1581 and supply the specialist with your unique code listed above.

We apologize for any concern or inconvenience that this may cause and hope you will take advantage of the remediation services offered.

Very truly yours,

Kootenai Health
2003 Kootenai Health Way
Coeur d'Alene, Idaho 83814

## STEPS YOU CAN TAKE TO PROTECT YOUR PERSONAL INFORMATION

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting http://www.annualcreditreport.com/, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

**Equifax**
P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

**Experian**
P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

**TransUnion**
P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at http://www.annualcreditreport.com.

**Security Freeze:** You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

**Federal Trade Commission**
600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

**Idaho Attorney General**
Consumer Protection Division
954 W. Jefferson, 2nd Floor
Boise, ID 83702
ag.idaho.gov/consumer-protection/
1-800-432-3545

**Maryland Attorney General**
200 St. Paul Place
Baltimore, MD 21202
https://www.marylandattorneygeneral.gov/
1-888-743-0023

**New York Attorney General**
Bureau of Internet and Technology Resources
28 Liberty Street
New York, NY 10005
https://ag.ny.gov/resources/individuals/consumer-issues/technology
1-212-416-8433

**North Carolina Attorney General**
9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

**Washington D.C. Attorney General**
441 4th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

**Washington Attorney General**
Consumer Protection Division
800 5th Ave, Suite 2000
Seattle, WA 98104-3188
atg.wa.gov
1-800-551-4636

**Blue Cross of Idaho Members**: If you are a Blue Cross of Idaho member through Kootenai Health's employer-sponsored plan, you are eligible for free identity protection services through Experian. You can enroll in these services by visiting the Experian website directly at http://experianidworks.com/bcidaho.

**You also have certain rights under the Fair Credit Reporting Act (FCRA)**: These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit https://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf.