

PRIVACY OFFICE

June 21, 2023

< Name >

< Address >

NOTICE OF DATA BREACH

Dear < Pt Name > ,

Palomar Health takes the privacy of patient information extremely seriously, which is why we are writing to let you know about an incident that may affect your health information if you received services at Palomar Continuing Care Center in Escondido or The Villas at Poway (Villa Pomerado) between 2001-2020.

What Happened?

We were recently notified by our vendor PharMerica that an unknown third party accessed PharMerica's computer systems and that certain patient information may have been improperly obtained. According to PharMerica, on or about March 13, 2023, it became aware of suspicious activity on its computer network and promptly began an investigation, which determined that the computer systems were accessed from March 12th through the 13th of 2023 by the unknown third party.

What Information Was Involved?

PharMerica's investigation determined that the information which may have been obtained, included name, address, date of birth, Social Security number, medications and health insurance information. PharMerica is offering one year of credit and identity theft monitoring services at no cost to you. We understand from PharMerica that it has or will be sending you a letter informing you of the incident and the steps that it has taken to mitigate against future risk, including the enhancement of technical security measures. Because the protection of your information is of the utmost importance to Palomar Health, we also wanted to notify you.

What We Are Doing.

Palomar Health values your privacy and deeply regrets that this incident occurred. Upon learning of this incident on May 31, 2023, we performed our own investigation based on the information received from PharMerica.

What You Can Do.

To learn about steps that you may take to guard against identity theft or fraud, please review the enclosed document about Identity Theft Protection.



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Other Important Information.

Please note that we are required by law to notify the California Department of Public Health of this incident. The Department may conduct an investigation and you may be contacted by a representative of the department as part of that investigation.

For questions about this incident, do not hesitate to contact PharMerica's Call Center at (866) 347-4281, between 8:00 a.m. and 5:30 p.m., Central Standard Time, Monday through Friday, excluding major U.S. holidays. Your privacy and security are extremely important to us and we sincerely regret any inconvenience or concern caused by this incident.

Sincerely,

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Information about Identity Theft Protection

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You may also want to purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below:

Agency	Credit Report Contact	Fraud Alert Contact	Credit/Security Freeze Contact
TransUnion LLC	TransUnion LLC Consumer Disclosure Center, P.O. Box 1000, Chester, PA 19016; (800) 888-4213; https://www.transunion.com	TransUnion Fraud Victim Assistance, P.O. Box 2000, Chester, PA 19016; (800) 680-7289; https://www.transunion.com/fraud-victim-resource/place-fraud-alert	P.O. Box 160, Woodlyn, PA 19094; (888) 909-8872; https://www.transunion.com/credit-freeze/
Experian	P.O. Box 2002, Allen, TX 75013; (888) 397-3742; https://www.experian.com/consumer-products/free-credit-report.html	Experian, P.O. Box 9554, Allen, TX 75013; (888) 397-3742; https://www.experian.com/fraud/center.html	P.O. Box 9554, Allen, TX 75013; (888) 397-3742; https://www.experian.com/freeze/center.html
Equifax Information Services LLC	Equifax Information Services LLC, P.O. Box 740241, Atlanta, GA 30374; (866) 349-5191; https://www.equifax.com/personal/credit-report-services/	Equifax Information Services LLC, P.O. Box 105069, Atlanta, GA 30348-5069; (800) 525-6285; https://www.equifax.com/personal/credit-report-services/	Equifax Information Services LLC, P.O. Box 105788, Atlanta, GA 30348-5788; (888) 298-0045 or (800) 349-9960; https://www.equifax.com/personal/credit-report-services/

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number that is not accurate. If you see anything you do not understand, call the reporting agency at the telephone number on the report.

We recommend you remain vigilant with respect to reviewing your account statements and credit reports and promptly report any suspicious activity or suspected identify theft to us and to the proper law enforcement authorities, including local law enforcement, your state’s attorney general and/or the Federal Trade Commission (“FTC”). You may contact the FTC or your state’s regulatory authority to obtain additional information about avoiding identity theft.

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington D.C. 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

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Fraud Alerts: There are also two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed above.

Credit Freezes: You may have the right to put a credit freeze, also known as a security freeze, on our credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting and removing a credit freeze also varies by state generally \$5 to \$20 per action at each credit reporting company. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.* Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified above to find out more information.

Federal Fair Credit Reporting Act rights: You have rights under the federal Fair Credit Reporting Act that include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. More information about your rights is at www.ftc.gov.

Contacting the Internal Revenue Service: If you believe you are the victim of tax fraud or that somebody has filed or accessed your tax information, you should immediately contact the IRS or state tax agency as appropriate. For the IRS, you can use Form 14039 (<https://www.irs.gov/pub/irs-pdf/f14039.pdf>). You can also call them at 800-908-4490 (Identity Theft Hotline). Information on how to contact your state department of revenue to make similar reporting may be found by going to <http://www.taxadmin.org/state-tax-agencies>.

IRS Identity Protection PIN: The IRS offers an Identity Protection PIN, which is a six digit number that prevents someone else from filing a tax return using your Social Security number. The Identity Protection PIN is known only to you and the IRS. For more information and to obtain an Identity Protection PIN, please visit the IRS website at <https://www.irs.gov/identity-theft-fraud-scams/get-an-identity-protection-pin>.