



2040 E. Mariposa Avenue  
El Segundo, CA 90245

January 25, 2019

[Name]  
[Address 1]  
[City, State Zip]

RE: Notice of Possible Data Breach

Dear [Name]:

Verity Health System (“VHS” or “Verity”) takes the privacy and security of all of the health information it maintains very seriously. We are writing to inform you that, unfortunately, it is possible that the security of your information may have been compromised as a result of the unauthorized activity of a third party.

**What Happened?**

On November 27, 2018, the Microsoft 365 web email account of a VHS employee was compromised for approximately 1.5 hours. During this time, a third party obtained access to the employee’s email account without authorization and from this account, sent emails to various internal and external email accounts containing a malicious link. It appears that this was an attempt to obtain user names and passwords from the recipients of these emails. We have confirmed that the third party did not gain access to the email accounts of any other Verity employee or to the VHS servers or network more generally.

During the window when the VHS employee’s email account was accessed by an unauthorized third party, the intruder had the ability to access any emails or attachments present in any of the employee’s email folders at the time. We reviewed the employee’s email folders and have determined that one or more of the email attachments included some of your health information from O’Connor Hospital.<sup>1</sup>

We have not been able to conclude whether the third party actually accessed, viewed or read your health information. More importantly, your information does not appear to have been sent or forwarded and to date, we are not aware of any misuse of your information. Out of an abundance of caution, we wanted to let you know about this incident and notify you of options available to you to protect yourself.

**What Information Was Involved?**

The emails and attachments containing health information that may have been accessed without authorization included names, dates of birth, social security numbers, dates of service, treatment received, medical conditions, lab test information, billing codes, health insurance policy numbers,

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<sup>1</sup> VHS maintained this information about you in its role as a business associate for O’Connor Hospital.



subscriber numbers, patient identification numbers, name of health plans, information regarding payment for medical care and claims history, phone numbers, and addresses. The third party did not have access to your financial account numbers.

### **What We Are Doing About It**

Within hours of the incident, the VHS information security team promptly terminated the unauthorized access, disabled the email account, and disconnected the device from the network. The information security team removed all unauthorized emails sent to Verity or affiliated employees and disabled all email accounts where the user clicked on the link before the email was deleted. There was no unauthorized access to any other VHS or affiliated employees' accounts.

Since this incident, Verity has provided individual counseling and re-education to the individuals involved, is deploying a new mandatory training module for all employees, and has initiated a project to enhance security, including mandating password resets for all employees and disabling unknown URLs.

### **What You Can Do**

To help protect against the risk of identity theft, we are offering you the opportunity to enroll at no cost to you in an identity and credit monitoring service for one year. If you would like to take advantage of this offer, please enroll in the TransUnion – myTrueIdentity Credit Monitoring at [www.mytrueidentity.com](http://www.mytrueidentity.com) and enter the unique 12-letter activation code listed [Activation Code], following the three-step process. Note that this activation code can only be used once. Enclosed is a step-by-step enrollment guide walking you through the process. If you do not have access to the Internet and wish to enroll in a similar offline, paper-based credit monitoring service, please call the TransUnion Fraud Response Services toll-free hotline at 855-288-5422 and when prompted, enter the following 6-digit telephone pass code: 697802. You will follow the steps to enroll in the offline credit monitoring. You can sign up for the online or offline credit monitoring service anytime between now and April 30, 2019.

As a precautionary measure, we also recommend that you separately monitor your account statements and credit reports carefully. If you detect any unusual or suspicious activity, you should promptly notify the institution or company with which the account is maintained.

You may also want to contact the three U.S. credit reporting agencies to report the incident, to request a report, and to ask that a fraud alert be placed on your credit file.

- Experian.com/help  
888-EXPERIAN (888-397-3742)  
P.O. Box 2104 Allen, TX 75013-0949



- [TransUnion.com/credit-help](http://TransUnion.com/credit-help)<sup>2</sup>  
888-909-8872  
P.O. Box 1000 Chester, PA 19022
- [Equifax.com/personal/credit-report-services](http://Equifax.com/personal/credit-report-services)  
800-349-9960  
P.O. Box 740241 Atlanta, GA 30374-0241

You can also request a free credit report once a year at [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling 877-322-8228.

**For More Information**

Verity has set up a call center to answer questions and provide additional information about this incident. If you have any questions or would like additional information, please call 877-354-7979 from Monday through Friday, 6 a.m. to 6 p.m. (Pacific Time).

We sincerely regret that this incident occurred and apologize for any inconvenience or concern it may cause.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kate Gottfried'.

**Kate Gottfried**

Chief Compliance, Corporate Responsibility and Privacy Officer

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<sup>2</sup> This can be done any time and may supplement the services available through myTrueIdentity Credit Monitoring.