



A Cardinal Health company

<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

mscripts® is a vendor that contracts with pharmacies to provide mobile and web-based prescription management solutions. We place a high value on protecting the privacy and security of the information we maintain. Regrettably, we are writing to inform you of an incident that involved some of your information which we received in connection with the services mscripts® provided for <<b2b\_text\_1(CE Name)>>. While we have no indication that your information has been misused, this letter explains the incident, outlines measures we have taken in response, and provides steps you may consider taking.

This incident occurred only on mscripts® cloud storage. This incident did not involve any access to <<b2b\_text\_1(CE Name)>>'s systems, network, or electronic health records. Additionally, <<b2b\_text\_1(CE Name)>> does not own or operate mscripts®.

**What Happened?** On November 18, 2022, mscripts® learned that certain files held in its cloud storage were accessible from the Internet without the need for authentication between September 30, 2016 and November 18, 2022. We took immediate steps to change the access settings, began an investigation, and a forensic investigation firm was engaged. The files that were accessible included prescription order summaries related to order pickups at participating pharmacy locations and images of prescription bottles submitted by pharmacy patients through the mscripts® web or mobile app. Each file would have been accessible only from the date it was submitted, beginning September 30, 2016, until November 18, 2022.

mscripts® thoroughly reviewed the image files to identify the patient and associated pharmacy. This review, which was completed on January 11, 2023, identified that some of your information was included. On <<b2b\_text\_3(CE Notice Date)>>, we advised <<b2b\_text\_1(CE Name)>>, which then conducted a careful review to accurately understand what happened and to properly identify patients who may be affected. This review was completed on February 28, 2023.


**What Information Was Involved?** The involved information included your name and one or more of the following: address, date of birth, phone number, prescription information such as prescription number, medication name, and refill/expiration status, and originating pharmacy information such as pharmacy name, address and phone number. The "originating pharmacy" is the pharmacy that you were requesting to transfer a prescription from. Not all data elements were present for all individuals. For some individuals, the name of the prescribing provider was also included. The number of prescriptions differed by individual. Your Social Security number, insurance information and financial information were not included.

**What We Are Doing.** We regret that this incident occurred. We have already taken measures to address the underlying issue and will continue to look for ways to further enhance the security measures applicable to the services we provide.

**What You Can Do.** Although we have no indication that any of your information has been obtained or misused by any unauthorized person, we wanted to inform you of this incident and assure you we take it very seriously. As a precaution, we encourage you to review the billing statements or notifications of prescriptions ordered or filled that you receive from your pharmacies/healthcare providers and health insurer. If you see charges for services or prescriptions you did not receive, please contact the pharmacy/provider or insurer immediately.

**For More Information.** If you have additional questions, please call our dedicated, toll-free call center at (866) 674-3087, Monday through Friday, between 9:00 a.m. and 6:30 p.m. Eastern Time, excluding major U.S. holidays.

Sincerely,

A handwritten signature in black ink, appearing to read "Rachel Gibson". The signature is fluid and cursive, with the first name "Rachel" and the last name "Gibson" clearly distinguishable.

Rachel Gibson  
Vice President, Enterprise Privacy Office



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