

Care Partners Hospice and Palliative Notifies Patients of Data Security Incident

HILLSBORO, OR—May 25, 2018—Care Partners Hospice and Palliative (“Care Partners”) has become aware of a data security incident that may have involved the personal and protected health information of some of its patients. Care Partners has sent notification to the potentially involved patients to notify them of this incident and to provide resources to assist them.

On April 11, 2018, Care Partners discovered that one of its employee’s email accounts may have been compromised. Upon learning of this incident, Care Partners immediately reset the passwords for all employee email accounts and set up an additional layer of authentication for email access. Care Partners also launched an investigation and engaged an independent, third-party cybersecurity expert to provide assistance. The investigation indicates that emails within the impacted email account may have been accessed without authorization, and some of those emails may have contained patient personal information. However, there is no evidence of the misuse of any information potentially involved in this incident.

Care Partners takes the security of all patient information very seriously and is taking steps to prevent a similar event from occurring in the future, including strengthening security measures and ensuring networks and systems are secure.

Notification letters have been sent to the potentially impacted patients or their families which include information about the incident and steps they can take to monitor and protect personal information. Care Partners has established a toll-free call center to answer questions about the incident and related concerns. The call center is available Monday through Friday from 8:00 a.m. to 5:00 p.m. Pacific Time and can be reached at 1-800-939-4170. You may also visit <https://ide.myidcare.com/carepartners> for more information. In addition, out of an abundance of caution, Care Partners is offering identity protection services through ID Experts to potentially impacted individuals at no cost.

The privacy and protection of patient information is a top priority for Care Partners, which deeply regrets any inconvenience or concern this incident may cause.

The following information is provided to help patients or others wanting more information about steps that they can take to protect themselves:

What steps can I take to protect my personal information?

- If you detect any suspicious activity on any of your accounts, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.
- Obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To do so, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is listed at the bottom of this page.
- Please notify your financial institution immediately of any unauthorized transactions made or new accounts opened in your name.
- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC’s website offers helpful information at www.ftc.gov/idtheft.

- Additional information on what you can do to better protect yourself is included in your notification letter.

What should I do to protect myself from payment card/credit card fraud?

We suggest you review your debit and credit card statements carefully for any unusual activity. If you see anything you do not understand or that looks suspicious, you should contact the issuer of the debit or credit card immediately.

How do I obtain a copy of my credit report?

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is included in the e-mail and letter, and is also listed at the bottom of this page:

How do I put a fraud alert on my account?

You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors to possible fraudulent activity within your report and requests that your creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is included in the letter and is also listed at the bottom of this page.

How do I put a security freeze on my credit reports?

You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are making a request for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a small fee to place, lift, or remove a freeze, but is free if you are a victim of identity theft or the spouse of a victim of identity theft, and you submit a valid police report relating to the identity theft incident to the consumer reporting agency. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze
PO Box 105788
Atlanta, GA 30348
1-800-685-1111

Experian Security Freeze
PO Box 9554
Allen, TX 75013
1-888-397-3742

TransUnion (FVAD)
PO Box 2000
Chester, PA 19022
1-800-888-4213

www.equifax.com

www.experian.com

www.transunion.com

What should I do if my family member is deceased?

You may choose to notify the three major credit bureaus, Equifax, Experian and Trans Union, and request they flag the deceased credit file. This will prevent the credit file information from being used to open credit. To make this request, mail a copy of your family member's death certificate to each company at the addresses below.

Equifax:

Equifax Information
Services LLC
Office of Consumer Affairs
P.O. Box 105169,
Atlanta, GA 30348

Experian:

Experian Information
Services
P.O. Box 9530
Allen, TX 75013

Trans Union:

Trans Union Information
Services
P.O. Box 1000
Chester, PA 19022