

Washington AG Appendix

Eye Care Leaders is a third-party provider of the myCare Integrity electronic medical record platform that is used by the King County Public Hospital District No. 2 d/b/a EvergreenHealth's EvergreenHealth Eye Care Clinic.

On March 1, 2022, Eye Care Leaders notified EvergreenHealth that Eye Care Leaders experienced a data security incident that may have resulted in unauthorized access to some EvergreenHealth patient information. According to Eye Care Leaders, on or around December 4, 2021, an unauthorized party accessed myCare Integrity data and deleted databases and system configuration files. According to Eye Care Leaders, upon identifying the activity, Eye Care Leaders' incident response team immediately stopped the unauthorized access and began investigating the incident. Notably, this incident did not involve unauthorized access to any EvergreenHealth systems.

On March 28, 2022, Eye Care Leaders informed EvergreenHealth that Eye Care Leaders' investigation is ongoing and that it does not know whether or not any EvergreenHealth patient information was involved in the incident. Although Eye Care Leaders has not confirmed that any EvergreenHealth patient information was accessed as a result of the incident, they have informed EvergreenHealth that they cannot rule out that possibility. This information may have included patient names, dates of birth, medical record numbers, and information regarding care received at EvergreenHealth Eye Care Clinic.

On April 22, 2022, EvergreenHealth mailed notification letters via United States Postal Service First-Class mail to individuals whose information was involved, including 19,092 Washington residents, in accordance with Wash. Rev. Code § 19.255.010 and 45 C.F.R. § 164.404. A copy of the notification letter is enclosed. In addition, EvergreenHealth established a dedicated, toll-free call center to answer questions that individuals may have.

EvergreenHealth is examining its vendor relationship with Eye Care Leaders and evaluating their security safeguards to help prevent a similar incident from happening in the future.



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<Mail ID>>
<<Name 1>>
<<Name 2>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<Address 4>>
<<Address 5>>
<<City>><<State>><<Zip>>
<<Country>>

<<Date>>

Dear <<Name 1>>:

EvergreenHealth is writing to inform you about a data security incident experienced by Eye Care Leaders, a third-party provider of the myCare Integrity electronic medical record platform that is used by the EvergreenHealth Eye Care Clinic. This notice provides information about the incident, measures that have been taken, and steps you can take in response.

On March 1, 2022, Eye Care Leaders notified EvergreenHealth that Eye Care Leaders experienced a data security incident that may have resulted in unauthorized access to some of your information. According to Eye Care Leaders, on or around December 4, 2021, an unauthorized party accessed myCare Integrity data and deleted databases and system configuration files. According to Eye Care Leaders, upon identifying the activity, Eye Care Leaders' incident response team immediately stopped the unauthorized access and began investigating the incident. Notably, this incident did **not** involve unauthorized access to any EvergreenHealth systems.

On March 28, 2022, Eye Care Leaders informed EvergreenHealth that Eye Care Leaders' investigation is ongoing and that it does not know whether or not any EvergreenHealth patient information was involved in the incident. Although Eye Care Leaders has not confirmed that any EvergreenHealth patient information was accessed as a result of the incident, they have informed EvergreenHealth that they cannot rule out that possibility. This information may have included your name, date of birth, medical record number, and information regarding care received at EvergreenHealth Eye Care Clinic.

The myCare Integrity electronic medical record platform only contained medical information regarding your care received in the EvergreenHealth Eye Care Clinic. Any non-Eye Care Clinic medical services you received from EvergreenHealth would **not** have been in the myCare Integrity electronic medical record platform. Your personal financial information, including banking information, credit card number(s) or Social Security number, was **not** involved.

To date, we have no indication that your information has been accessed, acquired, or misused. However, out of an abundance of caution, we wanted to let you know this happened and assure you that we take this very seriously. We recommend that you regularly review the statements you receive from your health care providers. If you see services that were not received, you should contact the provider immediately.

EvergreenHealth regrets any concern or inconvenience this incident may cause. EvergreenHealth is examining its vendor relationship with Eye Care Leaders and evaluating their security safeguards. If you have any questions, please call 833-675-2107, Monday through Friday, between 6 am to 6 pm, Pacific Time.

Sincerely,

Richard A. Meeks
Chief Compliance Officer