CHI Franciscan Health

November 30, 2016

VIA E-MAIL (SecurityBreach@atg.wa.gov)

Office of the Attorney General
1125 Washington Street SE
PO Box 40100
Olympia, WA 98504-0100

Re: Incident Notification

Dear Attorney General Ferguson:

CHI Franciscan Health – Hospice Tacoma ("Franciscan Hospice – Tacoma"), submits this notice after learning of a data security incident that involved potential access to patients' health information.

On October 18, 2016 an employee with Franciscan Hospice - Tacoma had her backpack stolen when a thief smashed the window of her locked car and accessed the vehicle. Law enforcement was notified of the event. The backpack contained a CHI Franciscan issued laptop, mobile phone, paper documents with patient information, as well as a personal day planner that contained the staff member's username and passwords for computer and medical record access. The username and passwords have been changed for all systems accessible by the Hospice employee. The files located on the laptop may have included patient electronic medical record treatment information, name, address, phone number, social security number, insurance number, and next of kin name and contact information of 1,223 Washington residents.

Although we know of no reports of identity theft or other fraud related to this incident, Franciscan Hospice - Tacoma began notifying individuals affected by the incident on November 28, 2016. Franciscan Hospice - Tacoma is offering affected individuals one year of complimentary credit monitoring and identity theft protection services through Experian. Franciscan Hospice - Tacoma has also established a dedicated call center to assist with any questions the affected individuals may have and taken steps to fortify its systems to help prevent this from occurring in the future.

Franciscan Hospice - Tacoma is notifying 1,223 Washington residents in substantially the same form as the letters attached hereto. As a covered entity under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), Franciscan Hospice - Tacoma is required to maintain procedures for responding to a breach of

security, and notification to Washington residents is being provided in compliance with these procedures. *See* RCW 19.255.010(10).

We sincerely regret any inconvenience or concern that this matter may have caused our patients. If you have any further questions regarding this matter, please call me, Judi Hofman, CHI Franciscan Regional Privacy Officer, Northwest at 253-680-3676 or via email at JudiHofman@catholichealth.net, weekdays from 7:00 a.m. to 4:00 p.m.

Sincerely,

Judi Hofman

Judi Hofman, BCRT, CHPS, CAP, CHP, CHSS
CHI Franciscan Regional Privacy Officer, Northwest

Enclosure

CHI Franciscan Health

<<MemberFirstName>> <<MemberLastName>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip Code>>

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

Dear <<MemberFirstName>> <<MemberLastName>>,

CHI Franciscan Health - Hospice Tacoma ("Franciscan Hospice - Tacoma") is committed to protecting the privacy and security of our patients' health information. Regrettably, we are writing to inform you of an incident involving some of that information.

On October 18, 2016 an employee with Franciscan Hospice - Tacoma had her backpack stolen when a thief smashed the window of her locked car and accessed the vehicle. Law enforcement was notified of the event. The backpack contained a CHI Franciscan laptop, mobile phone, paper documents with patient information, as well as a personal day planner that contained the staff member's username and passwords for computer and medical record access. The username and passwords have been changed for all systems accessible by the Hospice employee. The files located on the laptop may have included your patient electronic medical record treatment information, name, address, phone number, social security number, insurance number, and next of kin name and contact information.

We have no knowledge that the information has been accessed, viewed, acquired or otherwise compromised by any unauthorized third party. However, out of an abundance of caution, we are offering you a free one-year credit monitoring membership from Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. Experian's® ProtectMyID® Alert is completely free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and Experian's® ProtectMyID® Alert, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter. We also recommend that you review the explanation of benefits statements you receive from your health insurer. If you see services that you did not receive, we recommend that you contact your insurer immediately.

We deeply regret any concern this may cause you. CHI Franciscan Health takes its responsibility to protect patient privacy very seriously and has taken immediate responsive action. CHI Franciscan Health works to continually improve its policies, processes and educational offerings to ensure our patients receive the benefit of proven information security and confidentiality practices.

To answer questions regarding this event, we are establishing a call center. If you have any questions or concerns regarding this matter, please do not hesitate to contact the call center at 1-877-451-9360, Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m. Pacific time.

Sincerely,

Judi Hofman

Judi Hofman, BCRT, CHPS, CAP, CHP, CHSS
CHI Franciscan Regional Privacy Officer, Northwest

To help protect your identity, we are offering a **complimentary** one-year membership of Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

Activate ProtectMyID Now in Three Easy Steps

1. ENSURE **That You Enroll By: February 12, 2017** (Your code will not work after this date.)
2. VISIT the **ProtectMyID Web Site to enroll: www.protectmyid.com/redeem**
3. PROVIDE Your Activation Code: <<Member ID>>

If you have questions or need an alternative to enrolling online, please call 877-288-8057 and provide engagement # **PC104903**

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identify Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
  - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **$1 Million Identity Theft Insurance*:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Activate your membership today at www.protectmyid.com/redeem
or call 877-288-8057 to register with the activation code above.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.