MultiCare

MultiCare Health System
820 A Street, Tacoma, WA 98402
PO Box 5299, Tacoma, WA 98415-0299 ~ multicare.org

Via Email
Office of the Attorney General
1125 Washington Street SE
PO Box 40100
Olympia, WA 98504
securitybreach@atg.wa.gov

RE: Notice of security event

Dear Attorney General Ferguson:

I am writing to you on behalf of MultiCare Health System (MultiCare) to inform you of a recent security event affecting the personal information of some Washington residents. This event was the result of a ransomware attack on one of MultiCare's Business Associates, Blackbaud.

On July 16, 2020, Blackbaud informed MultiCare that it had both discovered and stopped a ransomware attack in May 2020, but that a file containing limited data may have been accessed by the attacker. To protect personal customer data, Blackbaud paid the cybercriminal's ransom with confirmation that the removed copy had been destroyed. Based on the nature of the incident, Blackbaud's research, and third party (including law enforcement) investigation, Blackbaud has no reason to believe that any data went beyond the cybercriminal, was or will be misused; or will be disseminated or otherwise made available publicly.

Even though this event was not the result of actions or inaction by MultiCare, we are notifying the 302,769 Washingtonians affected by this event of the potential compromise to their personal information. For 126,092 residents, only name, address, telephone number, and email address were involved. For another 176,677 Washington residents, the personal information involved included demographics, date and department of service, and provider name.

Upon receipt of the July notice, MultiCare has worked with Blackbaud to learn more about the event; identify the relevant data and affected individuals; clarify our expectations of vendors and business associates; and learn more about new security measures that Blackbaud has implemented to prevent future incidents. Blackbaud has hired cybersecurity experts to monitor the web for any potential threats and is expanding security protections for data at rest. The full statement from Blackbaud about the incident is available on their website.

On August 21, 2020 MultiCare initiated the process of notifying residents about this event. In addition to a press release, notice has been posted to our website. We are also sending notification via email and the postal service to each individual affected. A sample of the notification letter is attached.

Should you have any questions about this notification or other aspects of the event, please do not hesitate to contact me at (253) 459-7865.

Sincerely,

Monica R. Freedle
Chief Privacy Officer, MultiCare Health System

Enclosed: sample of the notification letter send to affected Washington residents

Subject: Notification about Blackbaud ransomware attack

Preheader: MultiCare affected by worldwide data security incident

Protecting the security and confidentiality of private information is a top priority for everyone at MultiCare Health System. Regrettably, we are writing to inform you about an incident that may have involved some of your information as a MultiCare donor, patient or a former patient.

On July 16, MultiCare was informed of a worldwide data security incident experienced by Blackbaud Inc. – an engagement and fundraising platform utilized by our MultiCare Foundations and more than 25,000 nonprofits worldwide. It's important to know that Blackbaud has advised MultiCare that the cybercriminals who attacked Blackbaud did not have access to your credit card information, bank account information or social security number at any time.

However, the impacted data contains selected information about some of MultiCare's donors and potential donors including some patients, former patients and others in the community with whom we have relationships and may want to support our health care mission through philanthropy. The information included: limited demographic information as well as some care information such as provider name, date and department of last service, guarantor name and relationship. For some guarantors, the date of birth, address, and date of service may have been included as well. Minor names were not involved.

We want to assure you that we believe your personal information remains secure. However, as a precautionary measure, we are notifying individuals by email and mail who may have been affected by this incident.

What happened?
Blackbaud informed MultiCare that it had both discovered and stopped a ransomware attack in May 2020, but that a file containing limited data may have been accessed by the attacker. To protect personal customer data, Blackbaud paid the cybercriminal's ransom with confirmation that the removed copy had been destroyed. Based on the nature of the incident, Blackbaud's research, and third party (including law enforcement) investigation, Blackbaud has no reason to believe that any data went beyond the cybercriminal, was or will be misused; or will be disseminated or otherwise made available publicly.

Blackbaud has hired cybersecurity experts to monitor the web for any potential emergence of this data and has ensured MultiCare that this monitoring will continue. You can read the full statement from Blackbaud about the incident at blackbaud.com/securityincident.

How is MultiCare responding?
Since being notified, MultiCare has been working closely with Blackbaud to fully understand what information was compromised and to review Blackbaud's compliance and security strategy to ensure our data will continue to be protected. We are also notifying anyone we believe to be potentially impacted by this security incident to be transparent and reassure

you that we remain committed to protecting your personal information. You can learn more about our response and also read our Privacy Practices at **multicare.org/blackbaud-event**

What do you need to do?
No credit card, bank account, or social security numbers were compromised. However, we would suggest as a best practice that you regularly review your account statements and credit reports closely and report any suspicious activities.

For your convenience, the contact information for the three major credit agencies is below:

- Equifax: www.equifax.com or call 800-685-1111
- Experian: www.experian.com or call 888-397-3742
- Transunion: www.transunion.com or call 888-909-8872

We again regret that this situation has occurred, and we value our relationship with you. If you have any questions or concerns regarding this matter, or wish to confirm your direct impact, please contact our Privacy Office at 800-920-1477 Monday through Friday from 7:30am-4:00pm Pacific Standard Time or email compliance@multicare.org at any time.

Sincerely,

Monica Freedle
Director, Privacy and Civil Rights
MultiCare Health System

Subject: Notification about Blackbaud ransomware attack

Preheader: MultiCare Foundations impacted by Blackbaud data security event

Protecting the security and confidentiality of private information is a top priority for everyone at MultiCare Health System. Regrettably, we are writing to inform you about an incident that may have involved some of your information as a MultiCare donor.

On July 16, MultiCare was informed of a worldwide data security incident experienced by Blackbaud Inc. – an engagement and fundraising platform utilized by our MultiCare Foundations and more than 25,000 nonprofits worldwide. It's important to know that Blackbaud has advised MultiCare that the cybercriminals who attacked Blackbaud did not have access to your credit card information, bank account information or social security number at any time.

However, the impacted data contains selected information about some of MultiCare's donors and potential donors including some patients, former patients and others in the community with whom we have relationships and may want to support our health care mission through philanthropy. The information included: name, address, telephone number and email address.

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We again regret that this situation has occurred, and we value our relationship with you. If you have any questions or concerns regarding this matter, please contact us anytime at foundation@multicare.org.

Sincerely,

Dori Young

Dori Young
Vice President, MultiCare Foundations
MultiCare Health System