

BakerHostetler

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Lynn Sessions
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November 30, 2015

VIA EMAIL (securitybreach@atg.wa.gov)

Bob Ferguson
Attorney General of Washington
Consumer Protection Division
800 Fifth Avenue, Suite 2000
MS TB 14
Seattle, WA 98104-3188

Re: Incident Notification

Dear Attorney General Ferguson:

On behalf of our client, PeaceHealth, we submit this notice regarding a data security incident that involved potential access to patient information by a former employee of PeaceHealth. On October 9, 2015, PeaceHealth first learned that an employee who no longer works at PeaceHealth accessed patient information in separate instances from a home computer using third-party websites, including insurance verification websites and prior authorization portals beginning on June 15, 2015. We immediately began working to remove access which was accomplished on October 12, 2015. PeaceHealth reported the unauthorized access to law enforcement and immediately began an investigation. The investigation determined that the information the former employee accessed included patients' names, dates of birth, addresses, telephone numbers, gender, insurance information, and in some instances diagnoses, medications and social security numbers.

PeaceHealth continues to work with law enforcement in its investigation but there is no indication that the former employee accessed the information for identity theft purposes. PeaceHealth has established a dedicated call center to assist patients with any questions they may have. To help prevent this from happening in the future, PeaceHealth has received assurances from the website and portal companies that the former employee no longer has access to their systems. PeaceHealth is also

Attorney General of Washington

November 30, 2015

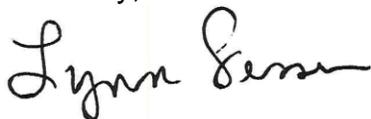
Page 2

enhancing the processes that will ensure removal of access to third-party companies when an employee leaves PeaceHealth.

PeaceHealth timely notified 593 Washington residents in substantially the same form as the letters attached hereto on November 23, 2015.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in black ink that reads "Lynn Sessions". The signature is written in a cursive style with a large initial "L" and a long, sweeping underline.

Lynn Sessions

Enclosures

607763873



PeaceHealth

Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

<<mail id>>
Parent or Guardian of
<<Name1>>
<<Address1>>
<<Address2>>
<<City>><<State>><<Zip>>

<<Date>>

Dear Parent or Guardian of <<Name1>>:

PeaceHealth is committed to maintaining the privacy and security of our patients' information. Regrettably, we are writing to inform you of an incident involving some of that information regarding your minor child.

On October 9, 2015, we discovered that an employee who no longer works at PeaceHealth, accessed patient information from a home computer using third-party websites, including insurance verification websites and prior authorization portals from June 15, 2015 to October 12, 2015. We reported the unauthorized access to law enforcement and immediately began an investigation. Our investigation determined that the information the former employee accessed included your child's name, medication and provider name. Your child's social security number was not included.

PeaceHealth sincerely apologizes for this incident and any concern this may cause you. Your privacy and your child's privacy are a very high priority to us. The website and portal companies have ensured PeaceHealth that the user no longer has access to their systems. To help prevent future incidents such as this, we are enhancing the processes that will ensure removal of access to third-party companies when an employee leaves PeaceHealth. In the course of the investigation of this incident, the former employee's personal computer and other electronic information devices were obtained and reviewed, which should ensure that all PeaceHealth patient information has been secured.

Should you have any questions or concerns, please call 1-877-879-5081, Monday through Friday between 6:00 a.m. and 6:00 p.m. Pacific Time.

Sincerely,

Gary T. Chiodo, DMD, FACD
Vice President, Organizational Integrity



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We are keenly aware of how important your personal information is to you. If you choose, as a measure of added security, we are offering one year of credit monitoring services at no cost to you. This service is performed through Beazley, Inc., a risk consulting company, to provide you with access to its ID TheftSmart™ service.

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