



HOSPICE CARE | PALLIATIVE CARE | GRIEF CARE | BEHAVIORAL HEALTH

January 3, 2019

Attorney General Robert W. Ferguson  
Office of the Attorney General  
1125 Washington Street SE / PO Box 40100  
Olympia, WA 98504-0100  
Email: securitybreach@atg.wa.gov

RE: Data Security Incident

Dear Attorney General Ferguson:

On November 20, 2018, Tri-Cities Chaplaincy (dba Chaplaincy Health Care) became aware of an email account breached by an unknown individual. Chaplaincy Health Care quickly changed the password to this account, limiting the risk to approximately four hours thereby preventing further access.

Chaplaincy Health Care retained the services of a computer forensic firm to investigate and to determine what information may have been accessed. While it is not possible to identify which, if any, emails were seen, it was found that they may have included the patients name, date of birth, medical record number, masked social security numbers (xxx-xx-1234), prescription, dates of service and home addresses may have been accessed. Complete social security numbers, driver license numbers, Washington identification card numbers, financial records and related passwords, and credit card information were not included in the emails.

A total number of 1,086 Washington residents may have been affected by this incident. Notification letters were mailed to these individuals on January 3, 2019 by first class mail. A sample copy of the notification letter is included with this letter.

Chaplaincy Health Care takes the security of all information very seriously and is taking steps to prevent a similar even from occurring the in the future. Steps include providing additional employee training and testing emphasizing the need to safeguard sensitive information and enabling two-factor authentication protocols. Chaplaincy Health Care is also offering free identity and credit monitoring services for 12 months through LifeLock. Information is included with the mailing to the affected individuals.

Chaplaincy Health Care is committed to protecting the sensitive patient information under its control. If you have any questions or need additional information, please feel free to contact me at GaryC@chaplaincyhealthcare.org or (509) 783-7416.

Sincerely,

Gary Castillo  
Executive Director

Enclosure (1)

## *Chaplaincy Letterhead*

[Date]

[Victim or Representative Name]

[Address Line 1]

[Address Line 2]

[City, State Zip Code]

Dear [Addressee Name -- Victim or Representative]:

On November 20, 2018, Chaplaincy Health Care became aware of an email account breached by an unknown individual. We were able to take immediate action and changed the user account password, limiting the breach to approximately four hours. We are notifying affected individuals so you can take action along with our organization's efforts to reduce or eliminate potential harm.

Chaplaincy Health Care hired a computer forensics firm to help with the investigation. The breach was isolated to one email account and no medical records systems were breached. While it is not possible to identify which, if any, emails were seen, it was found that they may have included the patients' name, date of birth, medical record number, masked social security numbers (xxx-xx-1234), prescriptions, dates of service and home address. Complete social security numbers, financial records, and credit card information were not included in the emails.

Although we are unaware of any misuse of your information, we know this is very concerning. We have secured the services of LifeLock to provide identity and credit monitoring at no cost to you for one year. If you would like to take advantage of this service, please see the enclosed document.

Chaplaincy Health Care takes the security of all information very seriously and is taking steps to prevent a similar event from occurring in the future. Steps include providing additional employee training and testing emphasizing the need to safeguard sensitive information and enabling two-factor authentication protocols.

Chaplaincy Health Care sincerely apologizes for the inconvenience and the concern this incident causes you. Your information privacy is very important to us and we will continue to do everything we can to fortify our operational protections for our patients and their families.

You may contact us with questions by calling our Privacy Officer toll-free at (855) 659-8793 between the hours of 8 a.m. and 5 p.m., Monday through Friday Pacific Time; sending an e-mail message to [privacy@chaplaincyhealthcare.org](mailto:privacy@chaplaincyhealthcare.org); visiting our website [ChaplaincyHealthCare.org/News](http://ChaplaincyHealthCare.org/News); or by letter to our address at the bottom of this page.

Sincerely,

Gary Castillo  
Executive Director

Enc:



# LifeLock®

LIFELock, INC.  
60 EAST RIO SALADO PARKWAY, SUITE 400  
TEMPE, ARIZONA 85281

## Welcome to LifeLock identity and credit protection provided by Chaplaincy Health Care

To take advantage of these personal monitoring services  
call (800) 899-0180 available 24/7

Promo Code: XXXXXXXX

You will be asked for your Membership ID. This is your first name, last  
name, zip code (example: MinnieMouse99352)

You have until APRIL 12, 2019 to activate your free twelve months of  
monitoring services.

### FACT SHEET

## LifeLock Defender™

LifeLock Defender™ membership uses innovative monitoring technology and alert tools to help proactively safeguard your customer's credit and finances. When we detect their personal information being used, we'll send them an alert by text, phone, email or mobile app. And now, they'll enjoy 90 Days Free of Norton™ Security Deluxe when they enroll in a LifeLock Defender annual membership. Norton Security Deluxe helps defend against viruses, spyware, malware, ransomware, phishing, trojan horses and other online threats, while ensuring emails and links come from trusted sources. If they become a victim of identity theft while a LifeLock member, we'll provide a dedicated, U.S.-based Identity Restoration Specialist to personally manage their case.

### FEATURES INCLUDE:

-  **Primary Identity Alert System\***  
Actionable alerts are sent when LifeLock detects your Social Security number, name, address or date of birth in applications for credit and services within our extensive network. Our proprietary Not Me™ verification technology allows you to respond immediately.
-  **Million Dollar Protection™ Package™**
  - Stolen Funds Reimbursement up to \$25,000
  - Coverage for Lawyers and Experts
  - Personal Expense Compensation up to \$25,000
-  **24/7 Live Member Support**  
We have live Identity Protection Agents available 24/7 to answer your questions.
-  **U.S.-Based Identity Restoration Specialists**  
If your identity is compromised, an Identity Restoration Specialist will personally handle your case and help restore your identity.
-  **90 Days Free of Norton™ Security Deluxe**  
Up to 5 PCs, Macs, smartphones or tablets. Maybe disabled after 90 days.
  - Helps defend against viruses, spyware, malware, ransomware, phishing, trojan horses and other online threats
  - Helps safeguard personal information and online transactions
  - Helps ensure emails and links actually came from trusted sources