

Notification of Data Security Incident

[February 29, 2024] – On December 13, 2023, we discovered that a document containing patient information had been inadvertently emailed to an unintended recipient. As a result, patient information may have been subject to unauthorized access. Upon discovery, we immediately advised the individual who had mistakenly received this information that it should be disregarded and deleted. We began a comprehensive review of the data potentially at risk to determine the type of information contained therein and to whom that information related.

Following a thorough review, we determined that the document inadvertently shared contained patient protected health information (PHI). The information believed to be at risk may include first and last name, together with one or more of the following: date of birth, Social Security number, provider name, program designation, patient identification number, dates of treatment, Medicare number (if applicable) and/or Medi-Cal number and associated issue date (if applicable).

At this time, we are not aware of any evidence to suggest that any information has been or will be fraudulently misused. Nonetheless, we are providing notice to potentially affected individuals out of an abundance of caution. Although we have no evidence of actual or attempted fraudulent misuse of information as a result of this incident, individuals are nonetheless encouraged to monitor their account statements and explanation of benefits forms for suspicious activity and to detect errors.

Should you have additional questions or concerns regarding this matter, please do not hesitate to contact our dedicated call center, toll-free, at (866) 992-6884. The hours of operation are Monday through Friday, 8:00 a.m. to 5:30 p.m., Central Time, excluding some U.S. holidays.

We take the privacy and security of the information in its care seriously, and sincerely regret any worry or inconvenience this incident may have caused.

What steps can I take to protect my private information?

- If you detect suspicious activity on any of your accounts, you should promptly notify the financial institution or company with which the account is maintained. You should also report any fraudulent activity or any suspected incidents of identity theft to law enforcement.
- You may obtain a copy of your credit report at no cost from each of the three nationwide credit reporting agencies. To do so, visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three agencies appears at the bottom of this page.
- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC's website offers helpful information at www.ftc.gov/idtheft.

Was my information specifically impacted?

If your information was impacted, we will provide written notice directly to you. Importantly, we have no evidence to suggest that any information was subject to actual or attempted misuse as a result of this incident.

How do I obtain a copy of my credit report?

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every twelve (12) months. To do so, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three agencies is included in the notification letter and is also listed at the bottom of this page.

How do I put a fraud alert on my account?

A fraud alert informs creditors of possible fraudulent activity within your report and requests that creditors contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is listed below.

Contact information for the three nationwide credit reporting agencies is as follows:

TransUnion 1-800-680-7289 www.transunion.com	Experian 1-888-397-3742 www.experian.com	Equifax 1-888-298-0045 www.equifax.com
TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000	Experian Fraud Alert P.O. Box 9554 Allen, TX 75013	Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069
TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide

some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.