



00001
JOHN Q. SAMPLE
1234 MAIN STREET
ANYTOWN US 12345-6789

June 23, 2017

Dear John,

We are writing to inform you of an isolated incident which potentially involved your personal information.

Southern Illinois Healthcare (“SIH”) has a business relationship with a third party vendor, Experian Health, through which Experian Health provides information to SIH facilities for the purpose of verifying insurance eligibility during the patient registration process. On April 28, 2017, SIH was notified that between February 13 and March 13, 2017, two of Experian Health’s electronic platforms experienced an error which resulted in the delivery of certain patient information to incorrect medical facilities.

Specifically, during a server migration project, an isolated error occurred which inadvertently may have shared your information with an incorrect medical facility, not SIH. According to Experian Health, the information would have been viewed or saved only by another Covered Entity governed by the Health Insurance Portability and Accountability Act (“HIPAA”) and subject to the same privacy requirements as SIH. It was not viewed by or shared with the general public.

The misdirected data may have included: name; date of birth; gender; address; Medicare ID/HIC number or Member ID number for non-Medicare patients; payer/insurance company name; group policy number; group number; and/or Medicaid case number. Upon learning of the error, Experian Health took immediate action to identify the cause and correct the error. SIH conducted a subsequent investigation and determined Experian Health has resolved the error.

We deeply regret that this incident occurred and are keenly aware how important the security of your personal information is to you. We are continuing our investigation to determine whether there are any additional steps that can be taken to increase the security of your information. We also want to make you aware of steps you may wish to take to guard against identity theft. Please see the *Additional Information* sheet enclosed with this letter that details steps you can take to protect yourself.

As an added precaution, SIH has arranged to have AllClear ID protect your identity for 24 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 24 months.



AllClear Identity Repair: This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-855-259-6436 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

AllClear Credit Monitoring: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. For a child under 18 years old, AllClear ID ChildScan identifies acts of credit, criminal, medical or employment fraud against children by searching thousands of public databases for use of your child's information. To use this service, you will need to provide your personal information to AllClear ID. You may sign up online at enroll.allclearid.com or by phone by calling 1-855-259-6436 using the following redemption code: Redemption Code.


Please note: Additional steps may be required by you in order to activate your phone alerts and monitoring options.

We have also established a toll-free number if you have any questions regarding this incident or how to protect yourself from identity theft. If you have any questions, please contact our Southern Illinois Healthcare Assistance Line at 1-855-259-6436.

Even if you do not choose to enroll in the AllClear ID services, please exercise caution to protect yourself from identity theft. If, for example, you receive any unsolicited request to confirm any sensitive personal information or to provide your credit card number for credit monitoring services, you should not provide the information.

Again, we apologize for any inconvenience or concern this incident may cause. We are committed to assisting you and protecting your personal information.

Sincerely,

A handwritten signature in black ink, appearing to read "Marcia Matthias", with a long, sweeping flourish extending to the right.

Marcia Matthias
Corporate Director of Health Information, Compliance Officer
Southern Illinois Healthcare
1239 E. Main Street
Carbondale, IL 62901

Additional Information

You should regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax: P.O. Box 740241, Atlanta, Georgia 30374-0241, 1-800-685-1111, www.equifax.com
Experian: P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com
TransUnion: P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts, creditor inquiries, or medical bills that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

We recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft. The FTC can be contacted using the following information:

Federal Trade Commission, Consumer Response Center
600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

You should regularly review the explanation of benefits statement that you receive from your insurer. If you see any service that you believe you did not receive, please contact your insurer at the number on the statement. If you do not receive regular explanation of benefits statements, contact your provider and request them to send such statements following the provision of services in your name or number.

Keep a copy of this notice for your records in case of future problems with your medical records. You may also want to request a copy of your medical records from your provider, to serve as a baseline.

We will not email or call you regarding this event: Please be aware that we will not email or call you regarding this event, nor will we, or anyone acting on our behalf, email or call you to request your social security number, credit card information, or any other personal information from you with regard to this event. If you receive any emails or calls regarding this event, which request any such information, please do not respond or provide any such information.

Fraud Alerts: You may also call the toll-free number of any of the three nationwide consumer reporting companies to place an initial fraud alert on your credit reports. There are also two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed below.

Equifax: 1-888-766-0008, www.equifax.com
Experian: 1-888-397-3742, www.experian.com
TransUnion: 1-800-680-7289, fraud.transunion.com



Credit Freezes: You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. The FTC's website, at <http://www.consumer.ftc.gov/articles/0279-extended-fraud-alerts-and-credit-freezes>, explains some of the basics of a "credit freeze" and how it differs from an initial fraud alert. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.* Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax: P.O. Box 105788, Atlanta, GA 30348, www.equifax.com
Experian: P.O. Box 9554, Allen, TX 75013, www.experian.com
TransUnion LLC: P.O. Box 2000, Chester, PA, 19022-2000, freeze.transunion.com

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.



SOUTHERN ILLINOIS HEALTHCARE

Processing Center • P.O. BOX 141578 • Austin, TX 78714



00002
ACD1234

00593
TO THE PARENT OR GUARDIAN OF
JOHN Q. SAMPLE
1234 MAIN STREET
ANYTOWN US 12345-6789

June 23, 2017

Dear Parent or Guardian of John,

We are writing to inform you of an isolated incident which potentially involved your personal information.

Southern Illinois Healthcare (“SIH”) has a business relationship with a third party vendor, Experian Health, through which Experian Health provides information to SIH facilities for the purpose of verifying insurance eligibility during the patient registration process. On April 28, 2017, SIH was notified that between February 13 and March 13, 2017, two of Experian Health’s electronic platforms experienced an error which resulted in the delivery of certain patient information to incorrect medical facilities.

Specifically, during a server migration project, an isolated error occurred which inadvertently may have shared your information with an incorrect medical facility, not SIH. According to Experian Health, the information would have been viewed or saved only by another Covered Entity governed by the Health Insurance Portability and Accountability Act (“HIPAA”) and subject to the same privacy requirements as SIH. It was not viewed by or shared with the general public.

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As an added precaution, SIH has arranged to have AllClear ID protect your identity for 24 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 24 months.



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AllClear Credit Monitoring: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. For a child under 18 years old, AllClear ID ChildScan identifies acts of credit, criminal, medical or employment fraud against children by searching thousands of public databases for use of your child's information. To use this service, you will need to provide your personal information to AllClear ID. You may sign up online at enroll.allclearid.com or by phone by calling 1-855-259-6436 using the following redemption code: Redemption Code.


Please note: Additional steps may be required by you in order to activate your phone alerts and monitoring options.

We have also established a toll-free number if you have any questions regarding this incident or how to protect yourself from identity theft. If you have any questions, please contact our Southern Illinois Healthcare Assistance Line at 1-855-259-6436.

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Again, we apologize for any inconvenience or concern this incident may cause. We are committed to assisting you and protecting your personal information.

Sincerely,

A handwritten signature in black ink, appearing to read "Marcia Matthias", with a long, sweeping flourish extending to the right.

Marcia Matthias
Corporate Director of Health Information, Compliance Officer
Southern Illinois Healthcare
1239 E. Main Street
Carbondale, IL 62901

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We recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft. The FTC can be contacted using the following information:

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Keep a copy of this notice for your records in case of future problems with your medical records. You may also want to request a copy of your medical records from your provider, to serve as a baseline.

We will not email or call you regarding this event: Please be aware that we will not email or call you regarding this event, nor will we, or anyone acting on our behalf, email or call you to request your social security number, credit card information, or any other personal information from you with regard to this event. If you receive any emails or calls regarding this event, which request any such information, please do not respond or provide any such information.

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