10300 SW Greenburg Road, Ste 570
Portland, OR 97223

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Director of the Consumer Protection Division of the Attorney General
1305 E. Walnut Street
Des Moines, IA 50319

June 18, 2015

Dear Agency,

This letter is to inform you of a privacy incident affecting residents of your state. We have been hired by Montefiore Health System, a premier academic health system and the University Hospital for Albert Einstein College of Medicine, to notify and provide identity theft protection to the population of persons whose personal information was compromised. On May 15, 2015, Montefiore was informed by law enforcement that an employee stole patient account information from Montefiore's electronic medical record system. The theft occurred between January 2013 and June 2013. There were a total of 2 affected residents of Iowa. The notification letters will be mailed via USPS on June 19, 2015.

ID Experts and Montefiore want to inform you of this privacy incident and make you aware that Montefiore has secured protection for those who were affected. In addition to making sure that Montefiore properly notified those whose information was compromised, Montefiore is providing identity theft protection services at no cost to impacted individuals through ID Experts®. This protection includes a one-year membership in ID Experts' identity theft protection and restoration program, 12 months of credit monitoring, a $1,000,000 insurance reimbursement policy, the Healthcare Identity Protection Toolkit™, and complete access to fraud resolution representatives to resolve potential issues. The service includes a dedicated toll free number for members of the affected population and an informational website dedicated to this event.

ID Experts has been providing identity theft services to individuals and organizations since 2003. We remain the leader in the industry and have provided services for hundreds of data breaches.

We have included a copy of the notification letter here to provide you with more details about the incident itself as well as the offering. Please do not hesitate to contact us if you have any questions about this privacy incident or the assistance we have provided to Montefiore.

Sincerely,

Heather M. Noonan

Heather Noonan
Senior Project Manager
Data Breach Response Team (DBRT)

Montefiore
THE UNIVERSITY HOSPITAL FOR
ALBERT EINSTEIN COLLEGE OF MEDICINE

C/O ID Experts
PO Box 6336
Portland, OR 97228-6336

<<Patient Name>>
<<Address1>>
<<Address2>>
<<City>><<State>><<Zip>>

<<Date>>

Dear <<Patient Name>>,

This letter is to notify you of theft of personal information that may affect you. On May 15, 2015, Montefiore was informed by law enforcement that an employee stole patient account information from Montefiore's electronic medical record system. The theft occurred between January 2013 and June 2013 and information stolen included names, addresses, Social Security numbers, next of kin, and health insurance information. There is no evidence that medical information, such as test results or diagnosis, was obtained. The employee was arrested, fired, and is being prosecuted for this crime.

When the theft was discovered, Montefiore began an internal investigation and immediately implemented additional safeguards to strengthen the security of our systems. Montefiore is fully cooperating with the police and the Manhattan District Attorney's office to support their criminal prosecution.

Law enforcement informed us that the employee may have sold the patient information that was stolen from Montefiore, and that you may be the victim of identity theft. Montefiore is providing identity theft protection services at no cost to you through ID Experts®, an expert data breach and recovery services firm, to all individuals impacted. This protection includes 12 months of credit monitoring, a $1,000,000 insurance reimbursement policy, the Healthcare Identity Protection Toolkit™, and complete access to fraud resolution representatives to resolve potential issues. Detailed instructions are enclosed. Please contact ID Experts with any questions and to **enroll in these free services** by calling 1-888-266-9438 Monday through Friday from 9 am - 9 pm Eastern Time or by visiting www.myidcare.com/recoveryprotect, and enroll as soon as possible to protect yourself and your family. Please reference the following access code when calling or enrolling on the ID Experts website. Please do not discard this letter.

Your Access Code: [ID Experts will insert]

1. Call our information call center line first at 1-888-266-9438 or go to www.myidcare.com/recoveryprotect for assistance, to enroll in services, or for any additional questions you may have.

2. If you have been the victim of identity theft, please contact the Manhattan District Attorney's Office at 212-335-9611, or by e-mail at Identity.Theft.271280@dany.nyc.gov.

Safeguarding personal information is of the utmost importance to Montefiore and we will not tolerate any violation of our patients' privacy. We are outraged that a former employee violated the law, hospital policies, and the trust of our patients. We deeply regret that this crime occurred and for any burden that this incident may cause you.

Sincerely yours,

Mary F. Scranton
Privacy Officer
Montefiore

Recommended Steps to help Protect your Information

1. Website and Enrollment. Go to www.myidcare.com/recoveryprotect and follow the instructions for enrollment using your Access Code provided above. Once you have completed your enrollment, you will receive a welcome letter by email (or by mail if you do not provide an email address when you sign up). The welcome letter will direct you to the exclusive ID Experts' Member Website where you will find other valuable educational information.

2. Activate the credit monitoring provided as part of your membership with ID Experts, which is paid for by Montefiore. Credit monitoring is included in the membership, but you must personally activate it for it to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, ID Experts will be able to assist you.

3. Telephone. Contact ID Experts at 1-888-266-9438 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled with ID Experts, notify them immediately by calling or by visiting their Member website and filing a theft report.

If you file a theft report with ID Experts, you will be contacted by a member of the Recovery Department who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Experts Recovery Advocate who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Equifax Fraud Reporting	Experian Fraud Reporting	TransUnion Fraud Reporting
1-800-525-6285	1-888-397-3742	1-800-680-7289
P.O. Box 740241	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30374-0241	Allen, TX 75013	Chester, PA 19022-2000
www.alerts.equifax.com	www.experian.com	www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above in writing to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. The cost of placing the freeze varies by the state you live in and for each credit reporting bureau. The Credit Bureau may charge a fee of up to $5.00 to place a freeze, lift, or remove a freeze. However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Theft Complaint Form with the Federal Trade Commission, there may be no charge to place the freeze.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: **Visit the California Office of Privacy Protection (www.privacy.ca.gov) for additional information** on protection against identity theft.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.com/, Telephone: 1-919-716-6400.

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TDD: 1-202-326-2502.