

## Notice of Data Privacy Event

Care New England Health System (“CNE”) is providing notice of an event that may affect the confidentiality of certain patient information. CNE is providing details of the event, our response, and steps individuals may take to better protect their information, should they feel it appropriate to do so.

**What Happened?** CNE is committed to protecting the security and confidentiality of our patients’ information. That is why CNE routinely audits access to our patients’ medical records. During one of these audits on October 21, 2022, we discovered that a former Butler Hospital (“Butler”) workforce member may have accessed certain patient medical information without a valid business purpose. We commenced an immediate investigation. The investigation concluded that a former Butler workforce member accessed a list of patients receiving services at Butler between August 11, 2022 and August 21, 2022 without a valid business reason.

**What Information Was Involved.** While the specific data elements vary for each potentially affected individual, the scope of information potentially involved includes an individual’s name, date of birth, medical record number, unique encounter number, and reason for admission. Our investigation determined that clinical documentation such as assessments and progress notes, as well as financial information, such as payment card information, and Social Security number, were not accessed.

**What We are Doing.** We take this event very seriously and promptly launched an investigation into the activity and took action to secure our systems, determine who was potentially affected, and notify appropriate parties. In addition, the involved individual is no longer employed by CNE and no longer has access to CNE’s electronic medical record system.

**What Affected Individuals Can Do.** Although CNE is not aware of any further misuse of the information, CNE encourages individuals to remain vigilant against incidents of identity theft and fraud, to review account statements and explanation of benefits forms, and monitor free credit reports for suspicious activity, and detect errors. Affected individuals can find out more about how to better protect against the potential misuse of information in the below.

**For More Information.** If affected individuals have any questions regarding this event, they may call our dedicated assistance line at 855-504-6934, Monday through Friday, from 8:00 a.m. to 9:00 p.m. Eastern time or write to us Care New England, Attention: Incident Response, 800 Butler Drive, Potter Building, Compliance Services, Providence, Rhode Island 02904.

## STEPS YOU CAN TAKE TO HELP PROTECT PERSONAL INFORMATION

### Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also directly

contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. You should be aware, however, that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert P.O. Box 9554 Allen, TX 75013	TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

**Additional Information**

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state attorney general. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. 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 and your state attorney general. This notice has not been delayed by law enforcement.