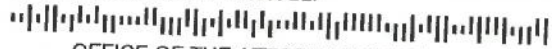




April 13, 2022

SP 02 000002 43375 | 1 ASNGLP



OFFICE OF THE ATTORNEY GENERAL
ATTN. SECURITY BREACH NOTIFICATION
200 ST PAUL PLACE
BALTIMORE, MD 21202



RE: Case # 442747

NOTICE OF DATA BREACH

Dear Sir/ Madam;

The purpose of this letter is to notify your office of a recent security incident that occurred impacting three residents of the state of Maryland.

What Happened?

On March 3, 2022, One at Home-Broward Home Health agency, part of onehome health became aware that two unencrypted laptops were stolen from an employee's residence. The laptops contained unencrypted PHI and email files. Onehome is a post-acute and home-based care company.

What Information Was Involved?

The information contained on the laptops pertaining to residents of Maryland included: first and last name, home address, phone number, onehome identification number, date of birth, medical record number, treatment, diagnosis, and in some instances, the last four digits of Social Security number. Personal financial information and full Social Security numbers were not compromised.

What We Are Doing

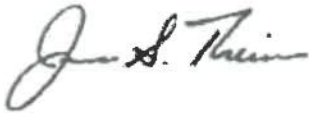
Onehome has policies and procedures in place to maintain the security of information and we are taking additional steps. The credentials and Multi Factor Authentication (MFA) for the employee responsible were reset and all sessions terminated immediately. Onehome launched a forensic investigation to determine the type of data that may have been compromised. The employee filed a police report with local authorities and the theft remains under investigation. We are actively putting measures in place to enhance our endpoint and application security protections to further mitigate this risk in the future.

Onehome notified the credit reporting agencies of this incident on April 13, 2022. Notification will be mailed to impacted residents of your state on April 14, 2022. Onehome is offering an identity theft protection service at no cost to all patients identified as having the last four digits of their Social Security numbers potentially compromised.

Enclosed are the two versions of the notification letter that was sent to the residents of Maryland:
a.) credit monitoring offered due to potential compromise of the last four digits of the Social Security number
b.) compromise of medical information only and credit monitoring was not offered

Onehome will promptly report to your office and appropriate law enforcement officials any information that is shared with us that indicates this information has been inappropriately used. The designated point of contact should you have any questions regarding this incident is Jim Theiss, Associate Vice President, at (502)-580-4322, jtheiss@humana.com, 500 West Main Street, Louisville, KY 40202. Please do not hesitate to reach out if you have any questions regarding this situation.

Sincerely,



James S. Theiss
Associate VP, Privacy & Ethics
Attachments



<DATE>

PATIENT NAME
ADDRESS
CITY STATE ZIP

To enroll in credit/identity monitoring
with Equifax, please call:
1-855-833-9162
Or Visit:
www.equifax.com/activate
Enter your unique Activation Code:
<XXXXXXXXXXXX>

RE: 442747

NOTICE OF DATA BREACH

Dear <Patient Name>;

We are writing to notify you, a valued patient, of a recent incident involving some of your personal information.

What Happened?

On March 3, 2022, One at Home-Broward Home Health agency, part of Onehome Health became aware that an employee had two laptops stolen from their residence. The laptops did not contain proper security controls to protect the information stored on the hard drives. As a result, some of your personal health information may have been included on the devices.

What Information Was Involved?

The information contained on the laptops included medical records, your full name, and date of birth, home address, phone number, health insurance member identification number, medical record number, treatment and diagnosis and the last four digits of your Social Security number. Financial information and full Social Security number were not compromised as a result of this incident.

What Are We Doing?

Onehome has policies and procedures in place to maintain the security of your information and we are taking additional steps. Onehome launched a forensic investigation to determine the type of data that may have been compromised. The associate filed a police report with local authorities and the theft remains under investigation. We are actively putting measures in place to enhance our endpoint and application security protections to further mitigate this risk in the future.

We know that you may be worried about what took place.

We would like to help you safeguard your information from potential misuse. We have partnered with

Equifax® to provide its Equifax Complete™ Premier product to you for one year. There is no cost for the service. A description of this product and instructions about how to enroll are included in this mailing.

We strongly encourage you to enroll in this no cost service to protect yourself from the potential misuse of your information.

What You Can Do

Although we are not aware of any actual misuse of your information, we are asking you to remain vigilant. There are steps you can take to protect yourself. Review the following for suspicious activity:

- Explanation of Benefit (EOB) letters
- SmartSummary statements
- Medical records
- Account statements and credit reports

Watch for services you did not receive or accounts you did not open. Keep a copy of this notice in case of future problems with your medical records.

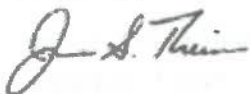
If you see suspicious activity on your credit report, call your local police office to file a report for identity theft. Get a copy of the report. Details are enclosed to obtain additional information from the Federal Trade Commission (FTC) and consumer reporting agencies. You can learn to place a fraud alert and/or security freeze on your account.

For More Information

Do you have any questions or need help with anything mentioned in this letter? Please contact us at **844-478-1570**. Our dedicated assistance line is available Monday-Friday, between 8AM-8PM Eastern Standard Time (EST).

Please accept our sincere apology for this incident. We value our customers and work hard to protect your information.

Sincerely,



Jim Theiss
Associate Vice President, Privacy and Ethics

Enclosures

Identity Theft Guide

You are advised to report any suspected identity theft to law enforcement. You have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

In addition, the Federal Trade Commission suggests the following:

1. **Fraud Alert.** Contact the toll-free number of any of the three consumer reporting companies below to place a fraud alert on your file. You only need to contact one of the three companies to place an alert. The company you call is required to contact the other two companies. 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 delay you when you seek to obtain credit. Under federal law, you may place a fraud alert on your file free of charge.

Equifax P.O. Box 740256 Atlanta, GA 30348 1-800-685-1111 www.equifax.com	Experian P.O. Box 4500 Allen, TX 75013 1-888-EXPERIAN or 1-888-397-3742 www.experian.com	TransUnion P.O. Box 2000 Chester, PA 19016 1-800-916-8800 www.transunion.com
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2. **Free Credit Report.** You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit-reporting agencies. To order your annual free credit report please visit www.annualcreditreport.com or call toll free at 1- 877-322-8228. Even if you do not find any signs of fraud on your credit reports, experts in identity theft recommend you check your credit reports every three months for the next year.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Services, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Contact the Federal Trade Commission and your state Attorney General. If you believe you are the victim of identity theft or your personal information has been misused, you can contact the Attorney General's Office in your home state and/or the Federal Trade Commission at 1- 877-ID-THEFT, (1-877-438-4338) or by visiting the Federal Trade Commission website at

www.ftc.gov/idtheft or write Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

For residents of Maryland: You may also obtain information about identity theft prevention from the:

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

For residents of North Carolina: You may also obtain information about identity theft prevention from the:

North Carolina Attorney General's Office
Consumer Protection Division 9001 Mail Service Center Raleigh, NC 27699-9001
1-877-5-NO-SCAM, www.ncdoj.gov

For residents of Rhode Island: You may also obtain information about identity theft prevention from the:

Office of the Rhode Island Attorney General
Consumer Protection Unit 150 South Main Street
Providence, Rhode Island 02903
(401) 274-4400, consumers@riag.ri.gov

For residents of the District of Columbia: You may also obtain information about identity theft prevention from the:

Office of the Attorney General
Office of Consumer Protection
441 4th Street, NW
Washington, DC 20001
consumer.protection@dc.gov

Security Freeze: You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail to Equifax, Experian and TransUnion at the addresses

above. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information above.

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

**Equifax Complete™ Premier**

Key Features

- Annual access to your 3-bureau credit report and VantageScore¹ credit scores
- Daily access to your Equifax credit report and 1-bureau VantageScore credit score
- 3-bureau credit monitoring² with email notifications of key changes to your credit reports
- WebScan notifications³ when your personal information, such as Social Security Number, credit/debit card or bank account numbers are found on fraudulent Internet trading sites
- Automatic fraud alerts⁴, which encourages potential lenders to take extra steps to verify your identity before extending credit, plus blocked inquiry alerts and Equifax credit report lock⁵
- Identity Restoration to help restore your identity should you become a victim of identity theft, and a dedicated Identity Restoration Specialist to work on your behalf
- Up to \$1,000,000 of identity theft insurance coverage for certain out of pocket expenses resulting from identity theft⁶.
- Lost Wallet Assistance if your wallet is lost or stolen, and one-stop assistance in canceling and reissuing credit, debit and personal identification cards.

Enrollment Instructions

1. Register: Complete the form with your contact information and click "Continue".

1. **Register:** Complete the form with your contact information and click **Continue**.
 - If you already have a myEquifax account, click the **'Sign in here'** link under the **"Let's get started"** header.
 - Once you have successfully signed in, you will skip to the **Checkout Page** in **Step 4**
2. **Create Account:** Enter your email address, create a password, and accept the terms of use.
3. **Verify Identity:** To enroll in your product, we will ask you to complete our identity verification process.
4. **Checkout:** Upon successful verification of your identity, you will see the **Checkout Page**.
 - Click **'Sign Me Up'** to finish enrolling.
 - **You're done!**
 - The confirmation page shows your completed enrollment.
 - Click **"View My Product"** to access the product features.

Note that all credit reports and alerts will be sent to you via US Mail only.

1. **Activation Code:** You will be asked to enter your Activation Code provided above.
2. **Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
3. **Permissible Purpose:** You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment.
4. **Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.

¹The credit scores provided are based on the VantageScore® 3.0 model. For three-bureau VantageScore credit scores, data from Equifax®, Experian®, and TransUnion® are used respectively. Any one-bureau VantageScore uses Equifax data. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness. ²Credit monitoring from Experian and TransUnion will take several days to begin. ³WebScan searches for your Social Security Number, up to 5 passport numbers, up to 6 bank account numbers, up to 6 credit/debit card numbers, up to 6 email addresses, and up to 10 medical ID numbers. WebScan searches thousands of internet sites where consumers' personal information is suspected of being bought and sold, and regularly adds new sites to the list of those it searches. However, the internet addresses of these suspected internet trading sites are not published and frequently change, so there is no guarantee that we are able to locate and search every possible internet site where consumers' personal information is at risk of being traded. ⁴The Automatic Fraud Alert feature is made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC. ⁵Locking your Equifax credit report will prevent access to it by certain third parties. Locking your Equifax credit report will not prevent access to your credit report at any other credit reporting agency. Entities that may still have access to your Equifax credit report include: companies like Equifax Global Consumer Solutions, which provide you with your credit report or credit score, or monitor your credit report as part of a subscription or similar service; companies that provide you with a copy of your credit report or credit score, upon your request; federal, state and local government agencies and courts in certain circumstances; companies using the information in connection with the underwriting of insurance, or for employment, tenant or background screening purposes; companies that have a current account or relationship with you, and collection agencies acting on behalf of those whom you owe; companies that authenticate a consumer's identity for purposes other than granting credit, or for investigating or preventing actual or potential fraud; and companies that wish to make pre-approved offers of credit or insurance to you. To opt out of such pre-approved offers, visit www.optoutprescreen.co ⁶The Identity Theft Insurance benefit is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company, under group or blanket policies issued to Equifax, Inc., or its respective affiliates for the benefit of its Members. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

3351 Executive Way
Miramar, FL 33025
onehome.health

Important

At onehome, it is important you are treated fairly.

onehome does not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion or language. Discrimination is against the law. onehome complies with applicable federal civil rights laws.

If you believe that you have been discriminated against by onehome, there are ways to get help.

- You may file a complaint, also known as a grievance:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618
If you need help filing a grievance, call **877-320-1235** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through their Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019**, **800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.
- **California residents:** You may also call the California Department of Insurance toll-free hotline number: **800-927-HELP (4357)**, to file a grievance.

Auxiliary aids and services, free of charge, are available to you. 877-320-1235 (TTY: 711)

onehome provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Language assistance services, free of charge, are available to you. 877-320-1235 (TTY: 711)

Español (Spanish): Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 撥打上面的電話號碼即可獲得免費語言援助服務。

Tiếng Việt (Vietnamese): Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

Tagalog (Tagalog - Filipino): Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

Русский (Russian): Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

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Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

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Italiano (Italian): Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

日本語 (Japanese): 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

فارسی (Farsi)

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

Diné Bizaad (Navajo): Wóda'í béesh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowoł.

العربية (Arabic)

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك



<DATE>

PATIENT NAME
ADDRESS
CITY STATE ZIP

RE: 442747

NOTICE OF DATA BREACH

Dear <Patient Name>;

We are writing to notify you, a valued patient, of a recent incident involving some of your personal information.

What Happened?

On March 3, 2022, One at Home-Broward Home Health agency, part of Onehome Health became aware that an employee had two laptops stolen from their residence. The laptops did not contain proper security controls to protect the information stored on the hard drives. As a result, some of your personal health information may have been included on the devices.

What Information Was Involved?

The information contained on the laptops included medical records, your full name, and date of birth, home address, phone number, health insurance member identification number, medical record number, treatment and diagnosis. Financial information and Social Security number were not compromised as a result of this incident.

What Are We Doing?

Onehome has policies and procedures in place to maintain the security of your information and we are taking additional steps. Onehome launched a forensic investigation to determine the type of data that may have been compromised. The associate filed a police report with local authorities and the theft remains under investigation. We are actively putting measures in place to enhance our endpoint and application security protections to further mitigate this risk in the future.

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Although we are not aware of any actual misuse of your information we are asking you remain vigilant. There are steps you can take to protect yourself. Review the following for suspicious activity:

- Explanation of Benefit (EOB) letters

- SmartSummary statements
- Medical records

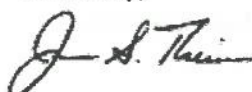
If you find unfamiliar activity on the statements you receive from Humana, please notify us immediately. Keep a copy of this notice in case of future problems with your medical records.

For More Information

Do you have any questions or need help with anything mentioned in this letter? Please contact us at **844-478-1570**. Our dedicated assistance line is available Monday-Friday, between 8AM-8PM Eastern Standard Time (EST).

Please accept our sincere apology for this incident. We value our customers and work hard to protect your information.

Sincerely,



Jim Theiss

Associate Vice President, Privacy and Ethics

Enclosures

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الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك

GCHLMKTEN 0422