



HEALTHCARE SERVICES
4755 South Avenue
Toledo, OH 43615

Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

June 13, 2022

To Whom It May Concern,

We are writing to inform you that Heartland Healthcare Services, LLC, including Heartland Pharmacy of Pennsylvania, and Heartland Pharmacy of Maryland, was recently the target of a ransomware attack. Because of this incident, some Maryland residents' personal information was compromised.

The first occurrence of suspicious activity was on 02/15/22, and we were made aware of the breach on 04/11/22. The hacker stole files from the file server, some of which contained patient information. The FBI notified us that the files were published to the dark web on 04/20/22. Our investigation of the compromised information was complete on 05/26/22 and notification to affected individuals was complete on 06/10/22. Notification methods included a written notice and a substitute notice posted to our websites.

The investigation revealed the unauthorized party gained access to 58 Maryland residents' information, which included:

- address
- phone number
- medication name
- other medication related information

We have taken the following actions in response to the breach:

- Changed passwords
- Implemented multi-factor authentication
- Implemented new technical safeguards
- Revised policies and procedures
- Trained or retrained workforce members

If you have questions about this incident, please contact me at 1-800-270-6351 ext. 22308, or email me at myoung@hhstol.com.

Sincerely,

Matt Young

Matt Young
Data and Compliance Manager



HEALTHCARE SERVICES
4755 South Avenue
Toledo, OH 43615

«Name»
«Attention»
«Address1»
«Address2»

June 13, 2022

Dear «Name»,

We are writing to inform you that Heartland Healthcare Services, LLC, including Heartland Pharmacy of Pennsylvania, Heartland Pharmacy of Maryland and Heartland Pharmacy of Illinois (“Heartland”) was recently the target of a ransomware (malicious software) attack. Because of this incident, some of your personal information may have been exposed. This letter describes the incident and the steps we have taken.

On April 11, 2022, Heartland learned of the ransomware attack when it received a ransom demand. Heartland immediately contacted the Federal Bureau of Investigation (“FBI”). The FBI conducted an investigation into the incident. Heartland consulted with the FBI regarding paying the ransom. Ultimately, Heartland did not pay the ransom. We have since learned that the misappropriated files have appeared on the dark web.

The investigation determined that an unauthorized party gained access to certain drives within the Heartland system. Some of your personal information may have been involved, including:

- address
- phone number
- medication name
- other medication related information
- ***Please note, no financial information was compromised***

We are committed to safeguarding your sensitive personal information and have taken steps to strengthen the protective measures that were already in place. Heartland has engaged a forensic cybersecurity team to review all of Heartland’s systems and we are implementing steps designed to enhance security.

Please see the reverse side of this letter for the contact information of the relevant reporting agencies.

We deeply regret that this has happened. Protecting your information is important to us. Please remain vigilant for incidents of fraud and identity theft. Should you suspect an incident of identity theft, we ask you report such incidents to local law enforcement or your Attorney General.

If you have questions about this incident, please contact us at 1-800-780-4954, or email us at hipaa@hhstol.com.

Sincerely,

Lisa Cowell

Lisa Cowell
General Manager

Contact Information

For your information, below is the contact information of three Consumer Reporting Agencies:

Equifax: Equifax Credit Information Services, Inc., P.O. Box 740241, Atlanta, GA 30374
1-888-766-0008

Experian: P.O. Box 949, Allen, TX 75013
1-888-397-3742

TransUnion: TransUnion, 2 Baldwin Place, P.O. Box 2000, Chester, PA 19022
1-888-909-8872

For your information, below is the contact information for the Federal Trade Commission:

Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580
(202) 326-2222

<https://www.ftc.gov/>

For residents of Maryland, below is the contact information for the Maryland state Attorney General:

200 St. Paul Place, Baltimore, MD 21202

Consumer Protection: consumer@oag.state.md.us

Consumer Hotline: 410-528-8662

<https://www.marylandattorneygeneral.gov/>