

June 27, 2022

Sent Via Email at ldtheft@oag.state.md.us

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

RE: Notice of Data Security Incident

Dear Attorney General:

This letter is to provide you notice of a cybersecurity incident that we recently became aware of.

Nature of the security breach and any steps taken to restore the integrity of the system:

MCG Health, LLC, a third-party vendor that provides services to Providence determined on March 25, 2022, that an unauthorized party obtained certain personal information about patients and members of MCG's customers. Upon learning of this issue, MCG took steps to understand its nature and scope. A leading forensic investigation firm was retained to assist in the investigation. Additionally, MCG is coordinating with Law Enforcement. MCG has deployed additional monitoring tools and will continue to enhance the security of its systems. The specific date on which the data was acquired by the unauthorized party is unknown and continues to be assessed by MCG. MCG has indicated that certain data may have been acquired as early as February 2020. The Maryland residents were identified on 5/17/2022.

The number of Maryland residents being notified: 4

What information has been compromised: The affected patient or member data included some or all of the following data elements: Full names, Social Security numbers, medical codes, postal addresses, telephone numbers, email addresses, dates of birth and gender.

Sample notification letter attached.

Sincerely,

Linda Lin

Providence St. Joseph Health – Risk and Integrity Services Privacy
1801 Lind Ave SW no. 9016
Renton, WA 98057-9016



Linda Liu
Principal Compliance Specialist
Providence St. Joseph Health

Cc: Cambria Haydon, Chief Privacy Officer



P.O Box 989728
West Sacramento, CA 95798-9728

To Enroll, Please Call:

1-833-423-0585

Or Visit:

<https://app.idx.us/account-creation/protect>

Enrollment Code: <<Enrollment>>

<<First Name>> <<Last Name>>

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<Zip>>

June 27, 2022

Dear <<First Name>> <<Last Name>>,

I am writing with information about a recent incident that involves your personal information.

MCG Health, LLC, a third-party vendor that provides services to Providence determined on March 25, 2022 that it experienced a breach that resulted in an electronic file containing some patient information being accessed by an unauthorized source. Some of your data may have been included in this file.

The electronic file contained the full names, Social Security numbers, medical codes, postal and email addresses, telephone numbers, dates of birth and genders of some patients.

While MCG has given no indication that your information has been used inappropriately, we want you to be aware of what happened, the actions being taken and how you can further protect your information.

As a vendor that handles sensitive information, MCG is required to safeguard patient data. Upon learning of this incident, MCG retained a leading forensic investigation firm, engaged law enforcement, and put in place additional security enhancements.

In consideration of this incident, you now have available to you free identity protection services through IDX. Information about how you can access this service is on the following pages.

For further information and assistance, please call IDX at 1-833-423-0585.

Sincerely,

Cambria Haydon
Chief Privacy Officer
Providence St. Joseph Health

Information about free identity protection services through IDX available to you

You have available to you a 1-year membership of identity theft protection services through IDX at no cost to you. IDX, a data breach and recovery services firm, offers IDX Identity services including: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and comprehensive ID theft recovery services. As part of the services, IDX will also assist in resolving matters if your information is compromised.

To accept IDX Identity services at no cost, please visit <https://app.idx.us/account-creation/protect> or call 1-833-423-0585. Please provide the enrollment code at the top of this letter. IDX experts are available Monday through Friday from 6am to 6pm Pacific Time. Please note, you must enroll in the program by September 27, 2022 in order to take advantage of the offer for free IDX Identity services.

As a precautionary measure, we recommend that you protect yourself against possible fraud and identity theft by reviewing your account statements and monitoring credit reports closely. If you observe any suspicious activity with an account, promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission (FTC). If you are interested in more information about identity theft, visit <https://www.ftc.gov/idtheft> or call 1-877-ID-THEFT (1-877-438-4338). You can also contact the FTC at: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Credit Reports: You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies. Please visit <http://www.annualcreditreport.com>, call 1-877-322-8228, or complete an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at www.annualcreditreport.com.

You may also purchase your credit reports by contacting the national credit reporting agencies. Contact information for the national credit reporting agencies is:

Equifax	Experian	TransUnion
1-800-349-9960	1-888-397-3742	1-800-888-4213
www.equifax.com	www.experian.com	www.transunion.com
P.O. Box 105788	P.O. Box 9554	P.O. Box 1000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19016

Fraud Alerts: Consider placing a fraud alert on your credit reports. A fraud alert notifies creditors of potential unauthorized activity on your accounts and requests that the creditor contact you before establishing a new account in your name. Your first fraud alert is free and will stay on your credit file for at least 90 days. To place a fraud alert on your credit file, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at www.annualcreditreport.com.

Credit and Security Freezes: You may have the right to place a credit freeze (or security freeze) on your credit files. A credit freeze prohibits any new credit account to be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. Please note, if you set up a credit freeze, potential creditors will not be able to view your credit report unless you lift the freeze and may delay your ability to obtain credit. Unlike a fraud alert, you have to place a credit freeze on your credit file with each credit reporting company. The instructions for establishing a credit freeze differ from state to state, so please contact the credit reporting companies as specified below for more information:

Equifax Security Freeze	Experian Security Freeze	TransUnion Security Freeze
1-800-349-9960	1-888-397-3742	1-888-909-8872
www.equifax.com	www.experian.com	www.transunion.com
P.O. Box 105788	P.O. Box 9554	P.O. Box 160
Atlanta, GA 30348	Allen, TX 75013	Woodlyn, PA 19094

In order to start a credit freeze, you may need to provide the following information:

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, (provide the addresses where you have lived over the prior 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, military identification, etc.)
7. 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 three (3) business days to place a credit freeze on your file after you make a request. They will 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 of the credit freeze. To remove the credit freeze in order to allow a specific access to your credit file, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the credit freeze as well as the identity of the individual you would like to receive your credit report or the specific period of time you want your credit file to be available. The credit reporting agencies have three (3) business days after receiving your request to remove the credit freeze for those identified entities or for the specified period of time.

If you do not have internet access but would like to learn more about how to place a credit freeze on your credit report, contact the California Attorney General's Office at 1-916-445-9555.

Individuals interacting with credit reporting agencies have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting www.consumerfinance.gov/learnmore or by requesting information in writing from the Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. NW, Washington, DC 20580.

For further information and assistance, please call IDX at 1-833-423-0585.



Notice of Nondiscrimination and Accessibility Rights

Providence Health & Services and its Affiliates (collectively “Providence”) comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Providence does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Providence:

- (1) Provides free aids and services to people with disabilities to communicate effectively with us, such as: (a) Qualified sign language interpreters; and (b) Written information in other formats (large print, audio, accessible electronic formats, other formats).
- (2) Provides free language services to people whose primary language is not English, such as: (a) Qualified interpreters; and (b) Information written in other languages.

If you need any of the above services, please contact the appropriate Civil Rights Coordinator below. If you need Telecommunications Relay Services, please call 1-800-833-6384 or 7-1-1.

If you believe that Providence has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Providence by contacting the Civil Rights Coordinator for your state as listed below:

State/Service	Civil Rights Coordinator
Alaska	Civil Rights Coordinator, 3200 Providence Dr., Anchorage, AK 99508, Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: Nondiscrimination.AK@providence.org
California	Civil Rights Coordinator, 501 S. Buena Vista Street, Burbank, CA 91505; Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: Nondiscrimination.CA@providence.org
Montana	Civil Rights Coordinator, 1801 Lind Ave. SW, Renton, WA 98057; Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: Nondiscrimination.MT@providence.org
Washington	Civil Rights Coordinator, 101 W. 8th Ave., Spokane, WA 99204; Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: Nondiscrimination.WA@providence.org
Oregon	Civil Rights Coordinator, 5933 Win Sivers Dr, Suite 109, Portland, OR 97220; Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: Nondiscrimination.OR@providence.org
Senior Services (all states)	Civil Rights Coordinator, 2811 S. 102nd Street, Suite 220, Tukwila, WA 98168, Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127; Email: Nondiscrimination.pscs@providence.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, one of the above-noted Civil Rights Coordinators is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human
Services, 200 Independence Avenue SW.,
Room 509F, HHH Building, Washington, DC
20201, 1-800-368-1019, 800-537-7697 (TDD).
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

¹ For purposes of this notice, “Affiliates” is defined as any entity that is wholly owned or controlled by Providence Health & Services or Western HealthConnect, including but not limited to all Providence Health & Services-Washington, Providence Health & Services Alaska, Providence Medical Group, and all subsidiaries, facilities, and locations operated by those entities.

Providence/Kadlec/PacMed Translated Taglines:

Español (Spanish)	ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-311-9127 (TTY: 711).
繁體中文 (Chinese)	注意：如果您講中文，我們可以給您提供免費中文翻譯服務，請致電 888-311-9127 (TTY: 711)
Tiếng Việt (Vietnamese)	CHÚ Ý: Nếu bạn nói Tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn dành cho bạn. Gọi số 888-311-9127 (TTY: 711).
Tagalog (Tagalog – Filipino)	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 888-311-9127 (TTY: 711).
한국어 (Korean)	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 888-311-9127 (TTY: 711) 번으로 전화해 주십시오.
Русский (Russian)	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 888-311-9127 (телетайп: 711).
Հայերեն (Armenian)	ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե խոսում եք հայերեն, ապա ձեզ կարող են տրամադրվել լեզվական աջակցության անվճար ծառայություններ: Ջանգահարեք 888-311-9127 (հեռախոս (TTY)՝ 711)։
العربية (Arabic)	يرجى الانتباه: إذا كنتم تتكلمون اللغة العربية، فأعلموا أن خدمات المساعدة اللغوية متوفرة مجاناً لكم. اتصلوا برقم الهاتف 1-888-311-9127 (أو بخط المبرقة الكاتبة TTY لضعاف السمع والنطق على الرقم 711).
فارسی (Farsi) Persian (Farsi)	توجه: اگر به زبان فارسی صحبت می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با شماره 888-311-9127 (TTY:711) تماس بگیرید.
日本語 (Japanese)	注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。888-311-9127 (TTY:711) まで、お電話にてご連絡ください。
ਪੰਜਾਬੀ (Punjabi) Panjabi*	ਧਿਆਨ ਧਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਿ ਰੇ, ਤਾਂ ਭਾਸ਼ਾ ਧਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਿਧ ਹੈ। 888-311-9127 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।
ខ្មែរ (Cambodian) Mon-Khmer, Cambodian	សូមចាំអារម្មណ៍: ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ នោះសេវាជំនួយផ្នែកភាសានឹងមានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ សូមទូរស័ព្ទទៅលេខ 888-311-9127 (TTY: 711)។
हिंदी (Hindi)	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 888-311-9127 (TTY: 711) पर कॉल करें।
Hmoob (Hmong)	LUS CEEV: Yog tias koj hais lus Hmoob, koj tuaj yeem siv cov kev pab txhais lus pub dawb. Hu rau 888-311-9127 (TTY: 711).
ภาษาไทย (Thai)	โปรดทราบ: หากคุณพูดภาษาไทย คุณสามารถใช้บริการความช่วยเหลือทางภาษาได้โดยไม่มีค่าใช้จ่าย โทร 888-311-9127 (TTY: 711)
Deutsch (German)	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 888-311-9127 (TTY: 711).
اُردُو (Urdu)	توجہ: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 888-311-9127 (TTY: 711)
Українська (Ukrainian) Ukrainian*	УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 888-311-9127 (телетайп: 711).

Français (French)	ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 888-311-9127 (ATS: 711).
Diné Bizaad (Navajo)	Díí baa akó nínízin: Díí saad bee yánílti'go Diné Bizaad , saad bee áká'ánída' áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíílnih 1-888-311-9127 (TTY: 711.)
ພາສາລາວ (Lao) Laotian	ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໂທ 888-311-9127 (TTY: 711).
ગુજરાતી (Gujarati)	સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 888-311-9127 (TTY: 711).
Cushite*	XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 888-311-9127 (TTY: 711).
አማርኛ (Amharic) Amharic*	ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል፡ ወደ ሚስተለው ቁጥር ይደውሉ 888-311-9127 (መስማት ለተሳናቸው: 711)
Română (Romanian) Romanian*	ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 888-311-9127 (TTY: 711).
Gagana fa'a Sāmoa (Samoan) Samoan*	MO LOU SILAFIA: Afai e te tautala i le Gagana Samoa, o loo iai auunaga fesoasoani, e leai se totogi mo oe, Telefoni mai i le: 888-311-9127 (TTY:711)
Ilokano (Ilocano) Ilocano*	AGATENSION: No agsasaokayo iti Ilocano, dagiti serbisio para ti tulong iti pagsasao nga awan ti bayadan ket siaadda para kadakayo. Tawagan ti 888-311-9127 (TTY: 711).
Italiano (Italian)	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 888-311-9127 (TTY: 711).
Polski (Polish)	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 888-311-9127 (TTY: 711).
Norsk (Norwegian) Norwegian*	MERK: Hvis du snakker norsk, er gratis språkassistansetjenester tilgjengelige for deg. Ring 888-311-9127 (TTY: 711).
Deutsch (Pennsylvania Dutch)	Wann du schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 888-311-9127 (TTY: 711).