



July 13, 2023

Name

Address

City, MD Zip Code

Dear [Name],

We are sending this letter to you as part of West Cecil Health Center and ScanSTAT Technologies' commitment to patient privacy. ScanSTAT Technologies is a business partner with West Cecil Health Center. In this role, our primary responsibility is to manage a process referred to as "Release of Information" in which we fulfill requests for patient records received by West Cecil Health Center.

We take patient privacy very seriously, and it is important to us that you are made fully aware of a potential privacy issue. On April 17, 2023, we received notification that a copy of your medical records (44 pages) was faxed in error to [unintended recipient name and address] on April 10, 2023. Your information included the following identifiers-name, phone number, Health Plan ID, DOB, Dates of treatment, home address, medical record number, account number, diagnosis/conditions, laboratory results, medication list, and other treatment information.

We received a signed attestation, from the unintended recipient, confirming that your records were securely destroyed, no copies of your records were retained, and there is no possibility of your records being further disclosed. This incident would pose a low risk of compromise based on the attestation and the cooperation of unintended recipient.

Despite the low risk of compromise, we understand that that privacy events are concerning and an inconvenience for you. We have included a brochure for IdentityForce RapidResponse; we would be happy to provide a year's coverage to the IdentityForce RapidResponse Premium plan for an additional level of security. As a precaution, you may want to alert the three nationwide credit reporting agencies and place an initial fraud alert. A list of the 3 credit reporting agencies is attached; additional contact information for the Federal Trade Commission (FTC) and the Maryland Office of the Attorney General (OAG) may be found on the attached list as well. These sources have additional information on steps that can be taken to avoid identity theft.

We are keenly aware of how important your personal information is to you. If you choose, as a measure of added security, we are offering one year of credit monitoring and reporting services at no cost to you. If you would like to receive this service, please respond yes by phone, email, fax, or mail.

We understand that this may pose an inconvenience to you. We sincerely apologize and regret that this situation has occurred. West Cecil Health Center is committed to providing quality care, including protecting your personal information, and we want to assure you that we have policies and procedures to protect your privacy.

If you want to take advantage of the free credit monitoring service, or if you have any questions, you may contact me by email at Sandra.kowaluk@scanstat.com. You may also contact Elizabeth McElhiney, Director of Compliance and Government Affairs at 217-778-7522, email at elizabeth.mcelhiney@scanstat.com.

Sincerely,

Sandra Kowaluk, MLS, RHIA, CRIS
Privacy Manager
Email: sandra.kowaluk@scanstat.com

Elizabeth McElhiney, MHA, CHPS, CPHIMS
Director of Compliance and Government Affairs
Email: elizabeth.mcelhiney@scanstat.com

Enclosures: Identity Theft -Taking Charge, IdentityForce Brochure-RapidResource
List of Credit Reporting Agencies and Government Resources

Credit Reporting Agencies and Other Resources

Credit Reporting Agencies

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348-5788

Toll Free Phone: 888.379.4329

Website: <https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

Toll Free Phone: 888.397.3742

Website: <http://www.experian.com/freeze>

TransUnion Security Freeze

P.O. Box 2000

Chester, PA 19016

Toll Free Phone: 888.909.8872

Website: <https://www.transunion.com/credit-freeze>

Government Resources

Maryland Office of the Attorney General

200 St. Paul Place

Baltimore, MD 21202

Toll Free Phone: 888.373.0023

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

Federal Trade Commission

600 Pennsylvania Avenue, NW

Washington, DC 20580

Phone: 202.326.2222

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

ScanSTAT Contact Information

ScanSTAT Technologies

1750 Founders Parkway

Suite 130

Alpharetta, GA 30009

Toll Free Phone: 866.442.9026

Website: <https://www.scanstat.com>

WORLD-CLASS IDENTITY THEFT PROTECTION

COST-EFFECTIVE, SCALABLE AND CUSTOMIZED DATA BREACH SOLUTIONS

Nothing can shake your business like a data breach. Your customers, your employees, even your reputation are at risk. In 2017, a week hardly passed without a major data breach. Equifax, Uber, Whole Foods, and Yahoo, to name just a few, remind us of how precarious the state of personal information and security continues to be.

You Need IdentityForce RapidResponseSM

A data breach doesn't have to be catastrophic. RapidResponse by IdentityForce delivers a cost-effective, scalable, and customized data breach solution that can be implemented within days, or even hours in the event of a breach.

With IdentityForce RapidResponse, we'll help you navigate the quickest path to recovery by providing:

- A team who will respond to your requirements quickly, collaborating with you to develop a custom response plan that will help remove the stress and emotional toll of the security incident
- A partner who is trusted and recognized as best-in-class with a team of experts who have experience with breaches of all sizes, giving you the counsel needed to take the right actions
- Tailored breach solutions to fit your business needs at competitive prices so you can feel confident in your selection
- Formal notifications to those impacted, removing the burden from your team and providing victims the support they need
- Detailed enrollment and identity theft victim reports to keep you continuously updated



40 YEARS OF EXPERIENCE

As your trusted partner, IdentityForce will put its 40 years of experience managing high-risk security incidents to work for you, responding quickly and efficiently, whether your breach has affected 2 people, or 2 million. We immediately help you avoid distractions to your business, minimize legal fees and regulatory fines, and protect your reputation.



TRUSTED BY U.S. GOVERNMENT

The most trusted names in government rely on IdentityForce. We've done business with the FBI, U.S. Department of Homeland Security, and FAA, to name a few. IdentityForce offers experience, speed, and 24/7 support, which can be the difference between a brief disruption and a disaster. We are the safe and smart solution.



FAST AND CONFIDENTIAL

We understand the importance of a rapid and effective response after an incident occurs. RapidResponse delivers low cost, scalable, and customized solutions to businesses, government agencies, and organizations affected by a data breach. Mitigate your organization's risk, limit liability, and avoid a public relations nightmare with IdentityForce RapidResponse.

IdentityForce Breach Products

Plan Features	RapidResponse ID	RapidResponse Plus	RapidResponse Premium
Advanced Fraud Monitoring	●	●	●
Bank and Credit Card Activity Alerts			●
Change of Address Monitoring		●	●
Court Record Monitoring			●
Fraud Alert Reminders		●	●
Dark Web ID Monitoring	●	●	●
Identity Threat Alerts		●	●
Junk Mail Opt-Out		●	●
Medical ID Fraud Protection			●
Mobile App	●	●	●
Online PC Protection Tools			●
Pay Day Loan Monitoring			●
Sex Offender Monitoring			●
Smart SSN Tracker		●	●
Social Media Monitoring			●
Two-factor Authentication	●	●	●
Credit Report Monitoring		1B	3B
Credit Report		1B Quarterly	3B Quarterly
Credit Scores			3B Quarterly
Credit Score Tracker			Monthly
Credit Score Simulator			●
Lost Wallet			●
Fully Managed Restoration	●	●	●
Identity Theft Insurance (\$1 Million)	●	●	●
Stolen Funds Reimbursement	●	●	●
Tax Fraud Coverage	●	●	●
Medical Identity Theft Coverage	●	●	●
PRICE PER MEMBER PER YEAR	See Pricing Below	\$99.50	\$169.50
Population (All-in) Annual Pricing		RapidResponse ID	
50-100	First 100	\$ 55.00	
100-250	Next 150	\$ 27.50	
250-1000	Next 750	\$ 13.75	
1000-5000	Next 4000	\$ 6.88	
5000+	Over 5000	\$ 3.44	

ABOUT IDENTITYFORCE

For 40 years, IdentityForce, Inc. has provided best-in-class, highly scalable, award-winning identity theft, privacy and credit protection solutions to consumers, businesses, and government agencies. With IdentityForce, members benefit from the most robust and **award-winning** identity protection, going as deep as **Dark Web monitoring** to keep personal information safe. A pioneer of identity protection, IdentityForce's innovation and customer-centric approach has made the company a trusted partner for both organizations and individuals. IdentityForce also provides custom-tailored programs to organizations enabling them to build closer relationships and additional revenue streams. In 2015, the U.S. government awarded IdentityForce elite Tier One status as an approved provider of identity protection services for data breaches affecting over 21.5 million people. Visit www.identityforce.com to learn more.



Find IdentityForce on:



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Learn more about IdentityForce's RapidResponse data breach solutions. | www.identityforce.com | 1-877-433-6723