

From: Wolkowicz, Elizabeth <ElizabethWolkowicz@keypoint.org>
Sent: Monday, September 23, 2024 3:21 PM
To: IDTheft
Cc: Weber, Russ
Subject: breech on 9.10.24
Attachments: PHI breach notice 9.24.24.docx

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Data breach

Good afternoon,

I am writing to report a potential breach of information by one of our employees which may have resulted in identify fraud. Below is a brief outline of events and actions to date and attached to this email is a sample letter that was sent to impacted consumers.

1. On September 10th, the agency discovered a consumers EBT card had not delivered, but EBT indicated multiple charges including at a local convenience store
2. Staff that identified the incident contacted local police and convenience store
3. Staff were able to access security camera footage with police support to ID employee JF using missing EBT card
4. It was determined employee JF had stolen card from mail as part of mail sorting duties on July 1st and accessed consumer EHR record to obtain SS# and DOB in order to activate card
5. Employee JF was terminated
6. Agency ran a report in EHR to identify any other consumers in which the demographics section of their EHR was accessed during July 1, 2024 and September 10th, 2024
7. 17 consumers were identified and will be notified by mail with the attached letter.
8. Agency is identifying improved risk reduction methods including
 - a. Prompt reporting of missing EBT cards
 - b. Validation of transactions to receipts at the programming level
 - c. Reduced access to EHR areas by administrative staff

If any further information is needed, please do not hesitate to contact me by email or by the information listed below.

Thank you,
Elizabeth Wolkowicz

Elizabeth Wolkowicz, MS CPRP
Chief Operations Officer
135 N. Parke St
Aberdeen, MD 21001
Office: 443-625-1526
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OUTPATIENT MENTAL HEALTH PROGRAMS
RESIDENTIAL CARE AND PSYCHIATRIC REHABILITATION

September 23th, 2024
Key Point Health Services, Inc.
135 N Parke Street
Aberdeen, MD 21001

Dear _____:

We are sending this letter to you as part of our continuing commitment to your privacy. On Tuesday September 10th, 2024 we became aware that your private information may have been compromised, including: social security number, insurance number, demographic information (such as address, phone number, date of birth, ethnicity), education history, employment history, and contacts (including name, address, and phone number).

We believe the breach occurred Between July 1st, 2024 and August 26th, 2024 and involved unauthorized access to Protected Health Information (PHI) which could be used for fraudulent actions including credit card, insurance, or welfare fraud related to EBT cards.

We have taken a number of steps to investigate this breach and prevent any potential harm to you including immediately disabling access to agency EHR for employee and prompt termination, identifying any potential misuse of Electronic Medical Record to access information, conducting onsite audits to ensure the presence and safe keeping of PHI and client funds, and implementing policy and procedure to enhance the safe management and validation of PHI and client funds.

Nonetheless, you may take additional steps to protect yourself from harm, including:

- Registering a fraud alert with a credit bureau such as the ones listed here, ordering your credit reports and requesting to freeze your credit reports:
 - Experian: www.experian.com
 - TransUnion: www.transunion.com
 - Equifax: www.equifax.com
- Monitor your bank, credit card, and EBT statements

We understand that this may pose an inconvenience to you. We sincerely apologize and regret that this situation has occurred. Key Point Health Services, Inc. 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 have any questions, please contact Joy Mowbray, CFO at 443-625-1600.

We sincerely apologize for any concern or inconveniences this may have caused.

Sincerely,

Elizabeth Wolkowicz, COO

ADMINISTRATION
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Kennedys

By Email

Attorney General Anthony Brown
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Joshua.Mooney@kennedyslaw.com
December 13, 2024

RE: Supplement to Prior Notice of Data Breach Incident

Dear Attorney General Brown:

I write on behalf of our client Key Point Health Services Inc. to provide additional information regarding its September 23, 2024 notification of a data breach impacting the personal information of four Maryland residents. The personal information impacted are names and social security numbers. Key Point Health has notified law enforcement of the incident, and we understand that the State of Maryland has filed charges.

On September 10, 2024, Key Point learned that an employee accessed the names and social security numbers of four Key Point clients for the purpose of stealing and fraudulently activating electronic benefit transfer (EBT) cards for her own use. Key Point first learned of an undelivered EBT card and investigated. Key Point subsequently discovered that four EBT cards were stolen, and that four persons' social security numbers were used without authorization to activate those stolen cards. The time frame of these incidents was in January 2024 and July-August 2024. Key Point has no information to suggest that any of the personal information impacted was retained by the employee. It understands that the personal data was used only to activate the EBT cards. Nonetheless, Key Point provided notice to the four individuals pursuant to Maryland's Personal Information Protection Act and the Health Insurance Portability and Accountability Act (HIPAA). Key Point also provided notice to the Office of Civil Rights. It also is offering credit monitoring offered by Cyberscount, a TransUnion company, at no cost to the persons, and is ensuring that the impacted funds on each EBT card are reimbursed.

Key Point terminated the person's employment and has cooperated with law enforcement. The former employee is facing formal charges. Since the incident, Key Point is re-evaluating its system processes, including those associated with EBT cards.

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Attorney General Anthony Brown
Attn: Security Breach Notification
Office of the Attorney General

Please do not hesitate to contact me if you have additional questions. Thank you.

Very truly yours,

/s/ Joshua A. Mooney

Joshua A. Mooney

Partner
for Kennedys