

## **DATA INCIDENT NOTIFICATION**

### **What Happened**

Practice Resources, LLC (“PRL”), which provides billing and other professional services to a number of healthcare entities, is committed to safeguarding the privacy and security of the information entrusted to it. On April 12, 2022, we were subject to a ransomware attack (the “Incident”). With assistance from third-party experts, we took immediate steps to secure our systems and investigate the nature and scope of the Incident. As part of our extensive investigation, we worked diligently to identify any protected health information (“PHI”) and personally identifiable information (“PII”) that may have been subject to unauthorized access or acquisition as a result of the Incident. On or about June 5, 2022, we identified the individuals whose PHI and/or PII may have been impacted and are in the process of notifying those individuals. We found no evidence that information was misused as a result of this incident.

### **What Information Was Involved**

The Incident may have resulted in unauthorized access to or acquisition of the following information related to the affected individuals: name, home address, dates of treatment, health plan number, and/or medical record number.

### **What We Are Doing**

Out of an abundance of caution, we are providing this notice so that all potentially affected individuals can take steps to minimize the risk that their information will be misused. As an added precaution, we have arranged for IDX to provide at least 12 months of free credit monitoring and related services to potentially affected individuals. To find out whether you were among those whose information was potentially affected, please contact [\[Phone Number\]](#), [\[Days and Times of Service\]](#).

We treat all sensitive information in a confidential manner and are proactive in the careful handling of such information. Since the Incident, we have implemented a series of cybersecurity enhancements and will soon roll out others.

### **What You Can Do**

In addition to enrolling in the free credit monitoring and related services mentioned above, we recommend that you remain vigilant and take the following steps to protect your identity, credit, and personal information:

1. Contact the nationwide credit-reporting agencies as soon as possible to:
  - Add a fraud alert statement to your credit file at all three national credit-reporting agencies: Equifax, Experian, and TransUnion. You only need to contact one of the three agencies listed below; your request will be shared with the other two agencies. This fraud alert will remain on your credit file for 90 days.
  - You can also receive information from these agencies about avoiding identity theft, such as by placing a “security freeze” on your credit accounts.
  - Remove your name from mailing lists of pre-approved offers of credit for approximately six months.
  - Receive and carefully review a free copy of your credit report by going to [www.annualcreditreport.com](http://www.annualcreditreport.com).

Equifax  
P.O. Box 740256  
Atlanta, GA 30374  
(866) 510-4211  
[psol@equifax.com](mailto:psol@equifax.com)  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2390  
Allen, TX 75013  
(866) 751-1323  
[Databreachinfo@experian.com](mailto:Databreachinfo@experian.com)  
[www.experian.com/](http://www.experian.com/)

TransUnion  
P.O. Box 1000  
Chester, PA 19022  
(800) 888-4213  
<https://tudatabreach.tnwreports.com/>  
[www.transunion.com](http://www.transunion.com)

2. Carefully review all bills and credit card statements you receive to see if there are items you did not contract for or purchase. Also review all of your bank account statements frequently for checks, purchases, or deductions not made by you. Note that even if you do not find suspicious activity initially, you should

continue to check this information periodically since identity thieves sometimes hold on to stolen personal information before using it.

3. The Federal Trade Commission (“FTC”) offers consumer assistance and educational materials relating to identity theft, privacy issues, and how to avoid identity theft, such as by setting up fraud alerts or placing a “security freeze” on your credit accounts. The FTC can be contacted either by visiting [www.ftc.gov](http://www.ftc.gov), [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), or by calling (877) 438-4338. If you suspect or know that you are the victim of identity theft, you should contact local law enforcement or the attorney general, and you can also contact the Fraud Department of the FTC, which will collect all information and make it available to law enforcement agencies. The FTC can be contacted at the website or phone number above, or at the mailing address below:

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue  
NW Washington, DC 20580

4. *Maryland and Rhode Island Residents:* You may contact and obtain information from and/or report identity theft to your respective state attorneys general at:

Maryland Attorney General’s Office  
200 St. Paul Place  
Baltimore, MD 21202  
Phone: (410) 576-6300  
Toll-Free (in Maryland): (888) 743-0023  
Website: <https://www.oag.state.md.us/contact.htm>

Rhode Island Attorney General’s Office  
150 South Main Street  
Providence, RI 02903  
1-401-274-4400  
[www.riag.ri.gov](http://www.riag.ri.gov)

5. *Rhode Island Residents:* You have the right to obtain a copy of the applicable police report, if any, relating to this incident. You may want to place a “security freeze” on your credit account. This means that your credit account cannot be shared with potential creditors. A security freeze can help prevent new account identity theft. If you would like to request a security freeze be placed on your account, please follow these instructions:

- Equifax:  
<https://help.equifax.com/s/article/ka137000000DSDjAAO/How-do-I-place-a-security-freeze-on-my-Equifax-credit-file>
- Experian:  
<http://www.experian.com/blogs/ask-experian/credit-education/preventing-fraud/security-freeze/>
- Transunion:  
<https://www.transunion.com/credit-freeze/place-credit-freeze>

Mailing addresses for the credit reporting agencies are provided above. Credit reporting agencies charge a \$5.30 fee to place or remove a security freeze, unless you provide proof that you are a victim of identity theft, in which case there is no fee. A copy of your police report or an investigative report or written FTC complaint documenting identity theft must be included to avoid a fee. In your request, you also must include: (i) a copy of either the police report or case number documenting the identity theft, if you are a victim of identity theft; (ii) your full name (including middle initial as well as Jr., Sr., II, III, etc.), address, Social Security number, and date of birth; (iii) if you have moved in the past five years, the address of each residence you lived at during that time period; (iv) proof of current address, such as a current utility bill or phone bill; (v) a photocopy of a government issued identification card (state driver's license or ID card,

military identification, etc.); and, if applicable, (vi) payment by check, money order, or credit card (Visa, Master Card, American Express, or Discover cards only.)

You can also place a fraud alert with the credit reporting agencies. This will flag your file with a statement that says you may be a victim of fraud and that creditors should phone you before extending credit. To place a fraud alert on your credit file call the fraud department of one of the three credit reporting agencies – Experian, Equifax, or TransUnion (see above). When you request a fraud alert from one agency, it will notify the other two for you. You can place an initial fraud alert for 90 days, and may cancel the fraud alerts at any time.

### **For More Information**

We are providing this notice on behalf of entities to which we provide professional services. Those entities are listed here [[link](#)]. If you have questions or concerns, please contact our dedicated assistance line at [[Phone Number](#)], [[Days and Times of Service](#)]. We sincerely apologize for this situation and any concern or inconvenience it may cause you.