

NOTICE OF DATA EVENT

July 29, 2022

Updated: August 3, 2022

ABOUT THE DATA EVENT

Methodist McKinney Hospital (“MMH”), Methodist Allen Surgical Center (“MASC”), and Methodist Craig Ranch Surgical Center (“MCRSC”) (collectively “we”), are providing notice of a recent data event. We are providing information about the event, our response, and steps potentially impacted individuals can take to better protect against the possibility of identity theft and fraud, should they feel it is necessary to do so.

FREQUENTLY ASKED QUESTIONS

What Happened?

On July 5, 2022, we became aware of unusual activity on certain systems. We promptly took steps to better ensure the integrity of the systems and begin an investigation with the assistance of a third-party company. To date the investigation confirmed that an unauthorized actor accessed certain systems containing MMH, MASC, and MCRSC data between May 20, 2022, and July 7, 2022, and copied certain files. Although the investigation is ongoing, as part of the response to this event, we are conducting a detailed review to determine what information was present in the relevant systems at the time of the unauthorized access and to whom those records relate. We are notifying individuals as it identifies information, and this process is ongoing.

What Information was Affected?

The data present in the relevant systems varies by individual. Based on the investigation to date, we determined that the information present in the systems included name, address, Social Security number, date of birth, medical history information, medical diagnosis information, treatment information, medical record number, and health insurance information.

What We Are Doing.

Information security is one of our highest priorities, and we have security measures in place to protect information in our care. We responded promptly when we became aware of this event by taking steps to secure our systems and commence a comprehensive investigation. We are also reviewing and enhancing existing policies and procedures and implementing additional safeguards to further secure the information in our systems. Additionally, we reported this event to federal law enforcement.

What You Can Do.

If you believe or have been advised that this event may have affected you, we encourage you to remain vigilant against incidents of identity theft and fraud and continue to take the routine steps everyone should routinely be performing to guard against theft of information, such as by reviewing your account statements, explanation of benefit forms, and monitoring your free credit reports for suspicious activity and to detect errors. Please also review the information contained in the attached “*Steps You Can Take To Protect Personal Information.*”

For More Information.

If you have additional questions or concerns, please call our dedicated assistance line at (833) 423-1796 (toll-free), which is available from 6:00AM to 6:00PM Pacific Time. Please know we take this event very seriously and sincerely regret any inconvenience or concern it may cause you.

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to 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, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016

Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094
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Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.