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August 23, 2013

## VIA OVERNIGHT DELIVERY

Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301  
Attn: Attorney General Michael A. Delaney

*Re: Incident Notification*

Dear Assistant Attorney General Delaney:

Our client Advocate Medical Group (“AMG”), on July 15, 2013, learned that an Advocate administrative office in Park Ridge, Illinois was burglarized overnight. AMG discovered that four password-protected computers were missing. AMG immediately notified the Park Ridge Police Department and began a thorough investigation to determine the information contained on the computers. AMG’s investigation confirmed that the computers contained patient information used by Advocate for administrative purposes and may have included patient demographic information (for example, name, address, date of birth, Social Security number) and limited clinical information (for example, treating physician and/or department, diagnosis, medical record number, medical service code, health insurance information). Patient medical records were not on the computers and patient care will not be affected. AMG continues to work with law enforcement, but to date, they have been unable to locate the computers.

AMG has no reason to believe that the password-protected computers were stolen for the information they contained. As a precaution, however, because the computers were unencrypted, AMG began notifying individuals today and is offering one year of complimentary credit monitoring and identity theft protection services through Experian and providing call center support for those affected.

To help prevent something like this from happening in the future, AMG has enhanced its security measures and is conducting a thorough review of its policies and procedures.

Chicago Cincinnati Cleveland Columbus Costa Mesa  
Denver Houston Los Angeles New York Orlando Washington, DC

Attorney General Michael A. Delaney

August 23, 2013

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AMG is notifying 271 New Hampshire residents pursuant to New Hampshire statute in substantially the same form as the letter attached hereto, with mailing commencing on August 23, 2013.<sup>1</sup>

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Theodore J. Kobus III". The signature is written in a cursive style with a large initial 'T' and 'K'.

Theodore J. Kobus III

Enclosure

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<sup>1</sup> As AMG does not conduct business in New Hampshire, this report is not, and does not constitute, a waiver of personal jurisdiction.



# Advocate Medical Group

3075 Highland Parkway, Suite 600 || Downers Grove, Illinois 60515 || [advocatehealth.com](http://advocatehealth.com)

August 23, 2013

##93416-LV5-0123456 T-0012 \*\*\*\*\*5-DIGIT 1234

SAMPLE A SAMPLE



APT ABC

123 ANY ST

ANYTOWN, US 12345-6789



Dear Sample A Sample:

Advocate Medical Group is fully committed to protecting the privacy and security of our patients' information. Regrettably, we are writing to inform you about an incident involving some of that information.

On July 15, 2013, we learned that an Advocate administrative office in Park Ridge, Illinois was burglarized overnight. We discovered that four password-protected computers were missing. We immediately notified the Park Ridge Police Department and began a thorough investigation to determine the information contained on the computers. Our investigation confirmed that the computers contained patient information used by Advocate for administrative purposes and may have included your demographic information (for example, name, address, date of birth, Social Security number) and limited clinical information (for example, treating physician and/or department, diagnosis, medical record number, medical service code, health insurance information). **Your medical records were not on the computers and patient care will not be affected.** We continue to work with law enforcement, but to date, they have been unable to locate the computers.

We have no reason to believe that the password-protected computers were stolen for the information they contained. As a precaution, however, because the computers were unencrypted, we wanted to notify you and assure you that we are diligently investigating this incident. Out of an abundance of caution, we are offering a complimentary one-year membership of Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. **For more information on identity theft prevention and ProtectMyID Alert, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.** We also recommend that you regularly review the explanation of benefits statement that you receive from your health insurer. If you identify services listed on your explanation of benefits that you did not receive, please immediately contact your insurer.

We want to assure you that we are taking this matter very seriously. We deeply regret that this incident has occurred. In order to prevent such an incident from reoccurring, we have enhanced our security measures and are conducting a thorough review of our policies and procedures. If you have any questions, please call **1-877-218-1009** Monday through Friday between 8:00 a.m. and 6:00 p.m. Central Time

Sincerely,

Kevin McCune, M.D.  
Chief Medical Officer, Advocate Medical Group



### **Activate ProtectMyID Now in Three Easy Steps**

1. **ENSURE That You Enroll By: November 30, 2013**
2. **VISIT the ProtectMyID Web Site: [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem) or call 888-829-6549 to enroll**
3. **PROVIDE Your Activation Code: ABCDEFGHIJKL**

Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from ProtectMyID on any key changes in your credit report which could include new inquiries, new credit accounts, medical collections and changes to public records.

ProtectMyID provides you with powerful identity protection that will help detect, protect and resolve potential identity theft. In the case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

We realize that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.

#### **Your complimentary 12-month ProtectMyID membership includes:**

- **Credit Report:** A free copy of your Experian credit report
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance\*:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

**Activate your membership today at [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)  
or call 888-829-6549 to register with the activation code above.**

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 888-829-6549.

In addition, we recommend that you remain vigilant to the possibility of fraud and identity theft over the next 12 to 24 months by reviewing your account statements and immediately reporting any suspicious activity to us. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. You should periodically obtain credit reports from each of the nationwide credit reporting agencies and request that any fraudulent activity be deleted. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax  
PO Box 740256  
Atlanta, GA 30374  
www.equifax.com  
1-800-525-6285

Experian  
PO Box 9554  
Allen, TX 75013  
www.experian.com  
1-888-397-3742

TransUnion  
PO Box 6790  
Fullerton, CA 92834  
www.transunion.com  
1-800-680-7289

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you are encouraged to contact the Federal Trade Commission. You can obtain information from the Federal Trade Commission about steps an individual can take to avoid identity theft. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
www.ftc.gov/idtheft  
1-877-438-4338

In case of identity theft, you should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your or your child's records.

\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

