



**Carolyn Regen**  
**Parallon Physician Service Center**  
*Facility Privacy Officer*  
P: 615-373-7435  
carolyn.regen@parallon.com

April 7, 2014

**By FedEx Express**

Attorney General Joseph Foster  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

Re: Incident Involving Threat to Personal Data

Dear Attorney General Foster:

Pursuant to New Hampshire Revised Statutes Title XXXI, Chapter 359-C, Section 20(I)(b), Parallon Business Solutions ("Parallon") is sending you this letter, on behalf of the physician practices listed on Exhibit A ("Practices"), to notify you of an unauthorized access or use of personal information involving forty residents of New Hampshire. Parallon provides billing services on behalf of the Practices.

On February 5, 2014, we were notified by the Metropolitan Police Department of Nashville, Tennessee and the United States Secret Service about an investigation of a former employee regarding theft of personal information between August 27, 2012 and April 23, 2013.

We investigated this report and determined that the former employee had accessed the records of forty residents of New Hampshire. The data fields she accessed include: name, SSN, and home address.

We mailed letters notifying the affected New Hampshire residents on March 21, 2014. A copy of the forms of these notifications is attached (a slightly modified version of the attached form was used when the affected resident was deceased). In the letters, we offered the affected adult residents one year of a free credit monitoring product from TransUnion (or in the case of deceased individuals, provided instructions on notifying the credit reporting agencies of the individual's death). The letters address the nature of the incident and the type of personal information involved, advise the recipients to be vigilant for identity theft, explain how to sign-up for the credit monitoring product, as applicable, and provide contact information for the three major credit reporting agencies.

We are cooperating fully with law enforcement in their investigation of the former employee. We are reviewing our security measures, including reviewing existing background screening processes.



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We take information security and patient privacy very seriously. If you have any questions or need any further information, please feel free to contact Carolyn Regen at 615-373-4735.

Sincerely,

A handwritten signature in black ink that reads "Carolyn Regen" in a cursive script.

Carolyn Regen  
Parallon Physician Service Center  
Facility Privacy Officer

**Exhibit A**  
**Practices**

**New Hampshire – 40 Residents Total (1 is Deceased)**

13 Practices:

**PRH HOSPITALISTS (15 Residents Total - 1 is Deceased)**

**AMG BEACON INTERNAL MED (2 Residents)**

**AMG COASTAL NH NEUROSURGEONS (3 Residents)**

**AMG DAVID J ITKIN MD (1 Resident)**

**AMG MARK HENSCHKE DO (2 Residents) (CLOSED PRACTICE)**

**AMG PORTSMOUTH FAMILY PRACTICE (1 Resident)**

**AMG PORTSMOUTH INT MED ASSOC (2 Residents)**

**AMG THORACIC AND VASCULAR ASSOC (5 Residents)**

**AMG WOODBURY FAMILY PRACTICE (1 Resident)**

**PORTSMOUTH PRIM CARE ASSOC (2 Residents)**

**PPS PARKLAND PRIMARY CARE (4 Residents)**

**CLIPPER CARDIOVASCULAR ASSOCIATES (1 Resident)**

**WOMENS HEALTH ASSOCIATES (1 Resident)**

practice  
One Maryland Farms Suite 300  
Brentwood, TN 37027

April 3, 2014

address

Dear name:

We are writing to inform you that between August 27, 2012 and April 23, 2013, information contained in your records at practice was accessed by an individual who is being investigated for identity theft by the Metropolitan Police Department of Nashville and Davidson County, Tennessee and the United States Secret Service. The individual being investigated is a former employee of the practice's billing service, which is located in Brentwood, Tennessee. The Metropolitan Police Department and the United States Secret Service notified us of their investigation of this former employee on February 5, 2014. We and our billing service have investigated this report and determined that your records were among those accessed by the former employee. Data fields accessed may have included your name, SSN, home address and health insurance information. We do not know whether the former employee has misused or disclosed your information; however, the police have determined that the former employee has used identities of others to engage in fraud, such as fraudulently obtaining credit, leasing apartments and/or opening accounts with utilities and phone companies.

We are working closely with both state and federal law enforcement to investigate this issue and support prosecution of this individual to the fullest extent of the law. This notice was not delayed as a result of the law enforcement investigation. Additionally, the practice and its billing service are taking steps to prevent such incidents from happening in the future, such as reviewing existing background screening processes.

We recommend that you remain vigilant against fraud and identity theft by reviewing account statements and monitoring free credit reports. To help you protect yourself against the risk of identity theft, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*My TransUnion Monitoring*) for one year. This service is provided by TransUnion Interactive, a subsidiary of TransUnion, one of the three nationwide credit reporting companies. To enroll in this free service, go to the TransUnion Monitoring website at [www.transunionmonitoring.com](http://www.transunionmonitoring.com) and in the space referenced as "Activation Code", enter the following unique 12-letter Activation Code and follow the simple steps to receive your credit monitoring service online within minutes.

If you do not have access to the Internet, as an alternative, you may enroll in a similar offline paper based credit monitoring service, via U.S. Mail delivery, by calling the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422** and when prompted, enter the following 6-digit telephone pass code: **316194**. You can sign up for the online or offline credit monitoring service anytime on or before December 31, 2014. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion, or an address in the United States (or its territories) and a valid Social Security number.

Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score. The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The service also includes up to \$1,000,000 in identity theft insurance with no deductible. (Certain policy limitations and exclusions may apply.)

Other actions you may take include the following:

- Place a free "fraud alert" on your credit file. A fraud alert tells creditors to contact you before they change your existing accounts or open any new accounts in your name. To place a fraud alert on your credit file, contact one of the three major credit reporting agencies - Equifax, Experian or TransUnion - which will contact the other two agencies. The contact information for the agencies is listed at the end of this letter.
- Place a "credit freeze" on your credit file. A credit freeze prevents your credit from being shared with potential creditors or insurance companies. To place a credit freeze on your credit file, contact each of the three major credit reporting agencies - Equifax, Experian and TransUnion. Each credit reporting agency may charge a small fee to place a credit freeze.

We are committed to the proper handling and protection of your information. In the event you have any questions or concerns, please do not hesitate to contact the practice at [NotificationAssistance@hcahealthcare.com](mailto:NotificationAssistance@hcahealthcare.com) or 855-614-7286. In addition, please contact the individual below if you become aware of misuse of your identity:

Eric Fehlman, Special Agent  
United States Secret Service  
223 Rosa L. Parks Blvd., Suite 400  
Nashville, TN 37203  
615/736-5841 (ext. 5894)  
[Eric.fehlman@usss.dhs.gov](mailto:Eric.fehlman@usss.dhs.gov)

We sincerely apologize for any inconvenience this may have caused.

Sincerely,



Susan Mitchell  
Compliance Officer

*Contact information for the Credit Reporting Agencies:*

Equifax  
1-800-525-6285  
P.O. Box 105069  
Atlanta, GA 30348  
[www.fraudalerts.equifax.com](http://www.fraudalerts.equifax.com)

Experian  
1-888-397-3742  
P.O. Box 9701  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion  
1-800-888-4213 (credit report)  
1-800-680-7289 (fraud alert)  
P.O. Box 2000  
Chester, PA 19022  
[www.transunion.com](http://www.transunion.com)