

NOTICE OF SECURITY INCIDENT

Notice of Security Incident

San Diego Family Care (SDFC) recently discovered a data security incident that may have impacted personal and protected health information belonging to certain current and former San Diego Family Care patients and employees. SDFC has sent notification of this incident to potentially impacted individuals for whom SDFC had contact information and has provided resources to assist them.

What Happened

In December 2020, SDFC and its business associate, Health Center Partners of Southern California (HCP), became aware that our information technology hosting provider experienced a data security incident that resulted in the encryption of certain data. The hosting provider took steps to secure and restore its systems and launched an investigation with the assistance of computer forensics experts. At that time, SDFC did not know what, if any, data belonging to SDFC or HCP may have been involved in the incident.

On January 20, 2021, we learned that, based on our hosting provider's investigation into the incident, certain SDFC and HCP data may have been accessed or acquired by an unauthorized individual. We obtained a copy of the impacted data and engaged experts to conduct a thorough review to identify individuals whose information may have been involved in the incident. That review concluded on April 12, 2021.

Please note that this unauthorized access was limited to systems related to insurance claims, and did not affect any other SDFC information systems, such as our electronic medical record system. We have no evidence that any personal or protected information was misused.

What Information Was Involved

Based on SDFC and HCP's review, the following personal and protected health information may have been involved in this incident: individuals' names, Social Security numbers or other government identification numbers, financial account numbers, dates of birth, medical diagnosis or treatment information, health insurance information, and/or client identification numbers. However, not all of these data elements were affected for all individuals.

What Are We Doing

SDFC sent notification letters to the potentially impacted individuals on May 7, 2021. These letters include information about steps that individuals can take to protect their information.

SDFC has also established a toll-free call center to answer questions about the incident and to address related concerns. Call center representatives are available Monday through Friday from 6:00 a.m. – 6:00 p.m. Pacific Time and can be reached at (833) 664-1997.

SDFC is working with its hosting provider to ensure that appropriate remediation measures are taken to reduce the likelihood of a similar incident occurring in the future.

What You Can Do

Please see the guide below on **Identity Theft Protection Information** which describes ways you can protect your information, how to manage your credit report and how to navigate other specific, related circumstances.

For More Information

The security of your personal information is important to us and we are working to minimize the likelihood that a similar incident will occur again. For any additional information, please contact Scott Kennedy, CIO at SDFCinfo@sdfamilycare.org or call (858)279-0925 extension 2960.

Identity Theft Protection Information

What steps can I take to protect my personal information?

- Please notify your financial institution immediately if you detect any suspicious activity on any of your accounts, including unauthorized transactions or new accounts opened in our name that you do not recognize. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.
- You can request a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To do so, free of charge once every 12 months, please visit <http://www.annualcreditreport.com> or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is listed further down this page.
- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC's website offers helpful information at www.ftc.gov/idtheft.
- Additional information on what you can do to better protect your information is included in your notification letter.

How do I obtain a copy of my credit report?

You can 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 <http://www.annualcreditreport.com> or call toll free at 1-877-322-8228. Use the following contact information for the three nationwide credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

How do I put a fraud alert on my account?

You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors to possible fraudulent activity within your report and requests that your creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is included in the letter and is also listed on this page.

How do I put a security freeze on my credit reports?

You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or online by following the instructions found at the websites listed below. You will need to provide the following information when requesting a security freeze (note that if you are making a request for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) address. You may also be asked to provide other personal information such as your email address, a copy of a government-issued identification card, and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. There is no charge to place, lift or remove a freeze. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-909-8872
www.transunion.com

What should I do if my family member was involved in the incident and is deceased?

You may choose to notify the three major credit bureaus, Equifax, Experian and Trans Union, and request they flag the deceased credit file. This will prevent the credit file information from being used to open credit. To make this request, mail a copy of your family member's death certificate to each company at the addresses below.

Equifax

Equifax Information Services
P.O. Box 105169
Atlanta, GA 30348

Experian

Experian Information Services
P.O. Box 9701
Allen, TX 75013

TransUnion

TransUnion Information
Services
P.O. Box 2000
Chester, PA 19022

Personal Information of a Minor:

You can request that each of the three national credit reporting agencies perform a manual search for a minor's Social Security number to determine if there is an associated credit report. Copies of identifying information for the minor and parent/guardian may be required, including birth or adoption certificate, Social Security card and government issued identification card. If a credit report exists, you should request a copy of the report and immediately report any fraudulent accounts to the credit reporting agency. You can also report any misuse of a minor's information to the FTC at <https://www.identitytheft.gov/>. For more information about Child Identity Theft and instructions for requesting a manual Social Security number search, visit the FTC website:

<https://www.consumer.ftc.gov/articles/0040-child-identity-theft>. Contact information for the three national credit reporting agencies is listed above.