



Return to IDX  
P.O. Box 1907  
Suwanee, GA 30024

To Enroll, Please Call:  
1-833-992-4006  
Or Visit:  
<https://app.idx.us/account-creation/protect>  
Enrollment Code: [XXXXXXXXXX]

<<First Name>> <<Last Name>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip>>

September 3, 2021

### Notice of Data Breach

Dear <<Name>>:

We are writing this letter to notify you about a recent data security incident that may have resulted in unauthorized access to your protected health information. RAA of CA is a covered entity that performs anesthesiology services through a professional services agreement with Dignity Health, d/b/a Mercy Hospital Downtown and d/b/a Mercy Hospital Southwest. We greatly value and respect the privacy of your information, and sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about what happened, and steps we are taking to protect your information.

#### What happened?

On July 8, 2021, an administrator at RAA of California had their password protected laptop stolen. We investigated to determine what patient information may have been present on the laptop and your information was identified. We have no evidence that this information has been accessed or misused, but we greatly value patient transparency and wanted to notify you of this incident. We immediately contacted law enforcement and filed a police report, but the laptop bag and its contents have not been recovered.

#### What information was involved?

From our investigation, it appears that your protected health information was present on the laptop. This information includes your name, address, date of birth, provider name, date of service, diagnosis and treatment information, health insurance information and other information related to your medical care.

#### What are we doing?

While we think there's a low risk of misuse of your information, we wanted to offer you identity theft protection services through IDX. These services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

Enrollment URL\*: <https://app.idx.us/account-creation/protect>

Enrollment TFN\*: 1-833-992-4006

Enrollment Code: **Found at the top of this letter**

We want to assure you that we are taking steps to prevent this type of incident from happening in the future. We are in the process of making sure all health professionals' laptops are encrypted and we are also reviewing existing policies and

procedures related to patient confidentiality. We will also be retraining our staff members on appropriate protocols for the storage of patient information.

We encourage you to enroll in the identity monitoring services and we always recommend our clients keep an eye on their benefits statement for any suspicious activity.

If you have any questions or concerns, please call 1-833-992-4006 Monday through Friday from 6 am - 6 pm Pacific Time. Please note the deadline to enroll is December 3, 2021. Your trust is a top priority of ours, and we deeply regret any inconvenience or concern that this matter may cause you.

Sincerely,

A handwritten signature in black ink, appearing to be 'MK' followed by a long horizontal stroke.

Marc Koch, MD

Chief Executive Officer

RAA of CA

## Recommended Steps to help Protect your Information

**1. Website and Enrollment.** Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

**2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

**3. Telephone.** Contact IDX at **1-833-992-4006** to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

**4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**5. Place Fraud Alerts** with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

### Credit Bureaus

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000

[www.equifax.com](http://www.equifax.com)

[www.experian.com](http://www.experian.com)

[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

**Please Note: No one is allowed to place a fraud alert on your credit report except you.**

**6. Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

**7. You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

**California Residents:** Visit the California Office of Privacy Protection ([www.oag.ca.gov/privacy](http://www.oag.ca.gov/privacy)) for additional information on protection against identity theft.

**Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, [www.doj.state.or.us/](http://www.doj.state.or.us/), Telephone: 877-877-9392

**All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.