



Your family's complete medical home.

[Date]
[Patient Name]
[Address]
[City, State Zip]

NOTICE OF DATA BREACH

Dear [Patient Full Name]:

We are writing to let you know about a privacy issue involving some of your health information.

What Happened

On August 3, 2022, Riverside Medical Group (RMG) discovered an information security issue affecting an independent, legacy server at our West Orange (NJ) clinic. The compromised server belonged to a provider who used it to maintain some of his patients' immunization records. After detailed forensics work, RMG determined that the data contained on the server may have involved your health or personal information. We are unaware of any actual misuse of your information; however, we are providing notice to you out of an abundance of caution, because your information was available on the server, and potential access or acquisition of the information, before the server was locked down, could not be definitively ruled out.

What Information Was Involved

Based on our review, the information that was involved may have included your name, date of birth, address, gender, phone number, email address, immunization records, dates of immunizations, provider information, and health plan information including ID number. The incident did not involve disclosure of or access to your Social Security number, driver's license number, or any financial account information.

What We Are Doing

We deeply regret this incident and sincerely apologize for any inconvenience or concern it may cause. Upon discovery, we took prompt action to lock down and disable the impacted server. We also began an investigation to understand the scope of the incident, confirming that other RMG systems and servers were unaffected. In addition, we have established a toll-free hotline that you can call if you have any questions (8am to 5pm EST). The toll-free telephone number is 855-487-6060.

What You Can Do

Although we are unaware of any misuse of your information, as a precaution, we recommend that you regularly monitor medical statements and the explanation of benefits statements that you receive to check for any unfamiliar health care services. If you do not regularly receive explanation of benefits statements, you may request that your health plan send you these statements following the provision of any health care services.

As a precaution to protect against misuse of your personal information, you may want to order copies of your credit reports from each of the three national credit reporting agencies to check for any inaccurate

information. If you notice any suspicious activity, contact the credit reporting agencies using the contact information provided on the report or as listed below:

Equifax Information Services LLC
P.O. Box 105069
Atlanta, GA 30348-5069
800-525-6285
www.equifax.com

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

TransUnion LLC
P.O. Box 2000
Chester, PA 19016
800-680-7289
www.transunion.com

You may obtain your free annual credit report from each of the national credit reporting agencies by visiting www.annualcreditreport.com, by calling 1-877-322-8228 or by mailing your request to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For More Information

We take the privacy and security of our members' and customers' information seriously. We are reinforcing our existing policies and practices and evaluating additional safeguards to help prevent a similar incident from occurring in the future. Please call the dedicated toll-free hotline listed above if you have additional questions or concerns. Again, please accept our apologies for any concern this matter has caused.

Sincerely,

Shelley Violette

Shelley Violette
Associate Director | Privacy
Riverside Medical Group