



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<Mail ID>>
<<Name 1>>
<<Name 2>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<Address 4>>
<<Address 5>>
<<City>><<State>><<Zip>>
<<Country>>

<<Date>>

Dear <<Name 1>>:

Re: Important Security Notification

EvergreenHealth is writing to inform you about a data security incident experienced by Accellion, a third-party data file transfer service used by the Washington State Auditor's Office (SAO) to transfer data files for auditing purposes. This incident involved files belonging to EvergreenHealth that contained a limited subset of your information, which included your name, dates of service, health insurance coverage status, visit number, and limited payment information made to or received by you. This incident did not involve any of your medical diagnosis or treatment information, nor did it involve your Social Security number, banking information, or credit card numbers.

This notice provides additional information about the incident, measures that have been taken, and steps you can take in response.

What Happened?

As a public hospital district, EvergreenHealth is required to undergo annual audits by the SAO to remain in compliance with state regulations. For the 2019 annual audit, this involved submitting data related to payments for patient services to SAO using the Accellion file transfer service. In mid-January 2021, SAO learned that a security incident involving the Accellion file transfer service had occurred in late December of 2020. SAO was advised that an unauthorized person had gained access to data stored in SAO's file transfer account with Accellion. SAO immediately launched an investigation to determine the scope of the incident and how it may have involved information sent to SAO for audit purposes. SAO also engaged cybersecurity experts to assist with its investigation. On April 26, 2021, SAO confirmed that this incident involved information for some of EvergreenHealth's patients. The incident impacted Accellion customers worldwide and is under investigation by law enforcement.

What We Are Doing and What You Can Do.

After learning of this incident, EvergreenHealth launched an internal investigation to identify the individuals whose information may have been contained in the files involved, which was completed on May 3, 2021. To date, there is no evidence that any of your information actually has been misused. We are sending this notification to you to provide resources to help you protect your information:

- Information about the breach is published on the SAO website, www.sao.wa.gov/breach2021.
- EvergreenHealth has a dedicated call center to answer questions you may have. The call center is available at 855-654-0833, Monday – Friday from 6:00 a.m. – 6:00 p.m. Pacific Time.
- EvergreenHealth recommends you review the statements you receive from your healthcare providers and health insurance plan. If you see any services that were not received, please contact the provider or health plan immediately.
- Information about this incident is available in other languages at SAO's website, sao.wa.gov/breach2021.

EvergreenHealth takes data security seriously and deeply regret any concern or inconvenience this matter may cause you. SAO continues to work to minimize risks associated with the transfer of data files.

Sincerely,

Richard Meeks, Privacy Officer



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P.O. Box 6336
Portland, OR 97228-6336

<<Mail ID>>
Parent or Guardian of
<<Name 1>>
<<Name 2>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<Address 4>>
<<Address 5>>
<<City>><<State>><<Zip>>
<<Country>>

<<Date>>

Dear Parent or Guardian of <<Name 1>>:

Re: Important Security Notification

EvergreenHealth is writing to inform you about a data security incident experienced by Accellion, a third-party data file transfer service used by the Washington State Auditor's Office (SAO) to transfer data files for auditing purposes. This incident involved files belonging to EvergreenHealth that contained a limited subset of your child's information, which included your child's name, dates of service, health insurance coverage status, visit number, and limited payment information made to or received by your child. This incident did not involve any of your child's medical diagnosis or treatment information, nor did it involve your child's Social Security number, banking information, or credit card numbers.

This notice provides additional information about the incident, measures that have been taken, and steps you can take in response.

What Happened?

As a public hospital district, EvergreenHealth is required to undergo annual audits by the SAO to remain in compliance with state regulations. For the 2019 annual audit, this involved submitting data related to payments for patient services to SAO using the Accellion file transfer service. In mid-January 2021, SAO learned that a security incident involving the Accellion file transfer service had occurred in late December of 2020. SAO was advised that an unauthorized person had gained access to data stored in SAO's file transfer account with Accellion. SAO immediately launched an investigation to determine the scope of the incident and how it may have involved information sent to SAO for audit purposes. SAO also engaged cybersecurity experts to assist with its investigation. On April 26, 2021, SAO confirmed that this incident involved information for some of EvergreenHealth's patients. The incident impacted Accellion customers worldwide and is under investigation by law enforcement.

What We Are Doing and What You Can Do.

After learning of this incident, EvergreenHealth launched an internal investigation to identify the individuals whose information may have been contained in the files involved, which was completed on May 3, 2021. To date, there is no evidence that any of your child's information actually has been misused. We are sending this notification to you to provide resources to help you protect your child's information:

- Information about the breach is published on the SAO website, www.sao.wa.gov/breach2021.
- EvergreenHealth has a dedicated call center to answer questions you may have. The call center is available at 855-654-0833, Monday – Friday from 6:00 a.m. – 6:00 p.m. Pacific Time.
- EvergreenHealth recommends you review the statements you receive from your child's healthcare providers and health insurance plan. If you see any services that were not received, please contact the provider or health plan immediately.
- Information about this incident is available in other languages at SAO's website, sao.wa.gov/breach2021.

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Sincerely,

Richard Meeks, Privacy Officer