



CITY OF PHILADELPHIA

**DEPARTMENT OF PUBLIC HEALTH
AMBULATORY HEALTH SERVICES
500 S. Broad Street – Suite 360
Philadelphia, Pennsylvania 19146
215-685-6769
Fax: 215-685-6732**

**JAMES W. BUEHLER, M.D.
Health Commissioner**

**THOMAS P. STOREY, M.D., M.P.H.
Director-Ambulatory Health Services**

July 27, 2015

Dear Patient:

The Ambulatory Health Services (“AHS”) Privacy Officer recently learned that from January 5, 2015 until June 2, 2015, staff from the Health Center #6 Patient Assistance Program (“PAP”) disposed of documents related to your prescription assistance application in the regular trash instead of shredding them in accordance with AHS Policy. Health Center #6 trash is held in a secure area until it is placed curbside the night before the weekly trash pickup by the Philadelphia Streets Department.

The prescription assistance documents contained the following information about you:

- Your name
- Your address
- Photo identification (for example: driver’s license or ID card)
- Your date of birth
- Your social security number
- Proof of income (for example: pay stub, W-2, tax return)
- Medication name and dosage
- Your diagnosis (for example: diabetes)

At this time, we have no evidence that anyone has accessed or misused the health information contained in your record.

What Are We Doing to Protect You?

We appreciate that you may be concerned after hearing about this incident and we have taken steps to ensure that you receive the support and assistance you may need to monitor potential fraudulent activity and to repair any damage you may suffer. We have contracted with **ID Experts®** to provide

you with twelve months of credit monitoring and resolution services at no cost to you. ID Experts® has extensive experience addressing privacy breaches and identity theft and received excellent reviews from privacy officials at two large government agencies who have used their services in the past.

The ID Experts® credit monitoring and restoration package includes the following:

- Continuous credit monitoring through TransUnion™, a national credit reporting agency;
- Cyberscan™ Monitoring that tracks criminal websites, chat rooms, and bulletin boards for illegal selling or trading of your personal information;
- Insurance reimbursement of up to \$20,000 for any expenses incurred by you if your personal information is used fraudulently;
- Unlimited access to ID Experts® advisory team with any questions about the services of identity protection available to you;
- Access to identity theft resolution services staff who will work on your behalf to identify, stop, and reverse any damage should you happen to fall victim to identity theft as a result of this incident.

AHS mailed notification letters to all individuals whose records were involved in this incident. The letter contains a unique access code that is needed to enroll in the credit monitoring and restoration services provided by ID Experts®.

If you did not receive a letter but believe you received services from Health Center #6 PAP between January 2009 and December 2013, contact the AHS Privacy Office at 215-685-6762. If your records were involved in this incident, AHS will provide you the unique access code you will need to enroll in the ID Experts® credit monitoring services. You also should read the pages below that describe our recommended steps for how to enroll with ID Experts and help protect your credit and identity.

What Have We Done to Avoid Future Breaches?

We have thoroughly investigated this incident and taken steps to ensure that this type of incident does not happen again. After we discovered the improper disposal method on June 3, 2015, we immediately instructed PAP staff to end its practice of disposing of prescription assistance documents in the regular trash and retrained all staff at Health Center #6 and all PAP staff on the proper way to dispose of personal health information.

Who Do I Contact If I Have Any Questions?

We encourage you to contact the AHS Privacy Officer, Dr. James Dean, if you have any concerns or want to ask any questions about this incident. Dr. Dean can be reached at:

500 South Broad Street
Philadelphia, PA 19146
(215) 685-6762

Please be assured that we take our responsibility to protect patient information very seriously. We are very sorry for any inconvenience this incident may cause you and we will continue to do everything we can to ensure that the privacy of your personal information is protected.

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Sincerely,



Thomas P. Storey, M.D., M.P.H.
Director – Ambulatory Health Services

Recommended Steps to Enroll with ID Experts® and Help Protect your Credit or Identity

- 1. Enroll in the free ID Experts® credit monitoring services.** To receive the ID Experts® credit and Cyberscan™ monitoring services, you must personally enroll either on-line or by calling ID Experts®. The deadline for enrolling is **October 30, 2015**.

To enroll online, go to www.idexpertscorp.com/protect and follow the instructions for enrollment. Once you have completed your enrollment, you will receive a welcome letter by e-mail if you provided an e-mail address when you signed up or by regular mail if you did not provide an e-mail address. If you need assistance, ID Experts® will assist you.

Those without Internet access or who prefer assistance via telephone can enroll by calling 1-866-329-9984. ID Experts® staff can speak to you in English or Spanish. If you need assistance in another language, someone who can speak your language will call you back.

Once you enroll, the monitoring is active for 12 months. You will be notified within 24 hours of any changes to your credit report, alerting you to potentially fraudulent activities such as new accounts or inquiries.

After you enroll in the credit monitoring services offered by ID Experts®, you will have access to the exclusive ID Experts® website where you will find other valuable educational information.

- 2. Review your account statements and credit reports.** Remain vigilant for incidents of fraud and identity theft by reviewing your account statements and monitoring free credit reports. Under federal law, you are entitled to one free copy of your credit report from each of the three major credit reporting companies every 12 months. To obtain a free annual credit report, go to www.annualcreditreport.com or call 877-322-8228. You may wish to stagger your request so that you receive a free report from one of the three credit bureaus every four months.
- 3. Report suspicious activity and file a theft report with ID Experts®.** If you discover any suspicious items and have enrolled with ID Experts®, immediately notify them by calling or visiting their website and filing a theft report. If you report any suspicious activity or file a theft report with ID Experts®, you will be contacted by a member of the Recovery Department 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 the breach described in this letter, you will be assigned an ID Experts® Recovery Advocate who will work on your behalf to identify, stop and reverse the damage quickly. This identity theft restoration service is automatically available to you at any time during the 12 months after you enroll to receive ID Experts® services.
- 4. Consider placing fraud alerts with the three national credit bureaus.**

Please Note: No one is allowed to place a fraud alert on your credit report except you; please follow the instructions below to place the alert.

You can place a fraud alert at one of the three major credit bureaus by phone and also on Experian'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 and the web address of Experian are as follows:

Credit Bureaus

Equifax Fraud Reporting
1-800-525-6285
P.O. Box 740241
Atlanta, GA 30374-0241
www.alerts.equifax.com

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

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

5. Additional Recommended Actions

- You have the right to file a police report if you ever experience identity fraud. 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 Pennsylvania Attorney General. Report the incident to the Pennsylvania Attorney General by calling 1-800-441-2555. If you are the resident of a state other than Pennsylvania, call your state's Attorney General.
- Visit the Federal Trade Commission website at www.ftc.gov and report the incident to www.consumer.gov/idtheft or by calling 1-877-438-4338. You may write to the Federal Commission at Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, DC 20580. Close any accounts that have been tampered with or opened fraudulently.

- Be alert to possible identity theft if the IRS or the Department of Revenue notifies you of any of the following:
 - More than one tax return was filed under your name or social security number;
 - Your identity must be verified, when you haven't filed a return yet;
 - You have a balance due, refund offset or collection actions have been initiated against you for a year in which you did not file a tax return;
 - You received wages from an employer unknown to you.
- If you believe a tax return has been illegally filed using your information, you should contact your local IRS Service Center or call the IRS at 1-800-908-4490. You also should file an Identity Theft Affidavit (Form 14039) with the IRS. You may obtain additional information from the IRS website www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft.
- If you believe your state tax records may be at risk due to misuse of your information or you suspect a call or notice about your tax records is a scam, contact the Pennsylvania Department of Revenue at 717-787-8201 (or call the Department of Revenue of your state if you live outside of Pennsylvania).

6. Be aware of Scam E-mails, Letters and Phone Calls

Scam email campaigns targeting victims of data breaches are becoming much more common. These scams may be designed to appear as if they are from the City of Philadelphia, AHS, or ID Experts®. The emails may include a “click here” link for credit monitoring. These emails are NOT from us and you should delete them immediately. We are not e-mailing patients regarding this data breach and will not be asking for credit card information or social security numbers over the phone. For more guidance on recognizing scam email, please visit the FTC Website: <http://www.consumer.ftc.gov/articles/0003-phishing>.