



Notice of Data Incident Involving Nemadji Research Corporation

To our Essentia Health Patients:

We are writing to let you know about a recent data security incident involving one of Essentia Health's business associates that affected the security of certain Essentia Health patients' information. We ultimately determined this incident affected less than 1,400 Essentia Health members. Essentia Health takes the security and privacy of our patients' information very seriously. That is why we are informing our patients about the incident, and providing steps that those individuals whose information was affected can take to protect their information. Letters concerning this incident were mailed to those affected patients with valid addresses on July 10, 2019.

What Happened?

Nemadji Research Corporation ("Nemadji") provides patient eligibility and billing services for Essentia Health. On March 28, 2019, Nemadji identified unusual activity in an employee's email account. According to Nemadji, it immediately launched an investigation, with the assistance of a third-party computer forensics expert, to determine what may have happened and what information may have been affected. Nemadji ultimately determined that an unknown individual had access to the employee's email account for several hours on March 28, 2019 due to the employee falling victim to a phishing email. Nemadji also undertook an extensive review of the email account to identify what personal information was stored within the account and to whom that information related. According to Nemadji, it confirmed on or about June 5, 2019 the account contained personal information. Following this, Nemadji informed Essentia Health of the incident on June 12, 2019 and that the information of certain Essentia Health patients was affected.

We are unaware of any actual or attempted misuse of any Essentia Health patients' personal information at this time, but Nemadji notified those affected patients of the incident by letter on July 10, 2019.

What Information Was Involved?

The following information present in the email account at the time of the incident may have been affected: patient names; subscriber names; dates of birth; Medicaid, Medicare, or other ID numbers; patient account numbers; insurance plan names; medical record numbers; admit and discharge dates; and Social Security numbers. Please note that the types of affected information differed from person-to-person.

What We Are Doing.

According to Nemadji, upon discovering this incident, it took the above actions. Additionally, Nemadji took steps to confirm the security of its systems, including Nemadji's employee email accounts. Nemadji also reviewed its existing security policies and implemented additional measures to further protect information, including enhanced email security and employee training. Nemadji also reported this incident to the Federal Bureau of Investigation and notified necessary state and federal regulators. Nemadji is also providing 12 months of complementary identity monitoring services through Kroll to those affected Essentia Health patients as an added precaution.

In response, Essentia Health is also providing notice on our website to ensure all potentially affected patients are informed about the incident, and has contacted applicable regulators.

What You Can Do.

Please review the "Steps You Can Take to Protect Your Information" listed below for additional recommended steps. While letters were mailed to all patients who were impacted by this incident, questions from patients and the community about this incident can be directed to 218-786-6404, Monday through Friday, 8:00 a.m.-4:30 p.m. Central Time.

For More Information.

If you have additional questions, please feel free to call Nemadji's dedicated call center at 1-800-491-4740, Monday through Friday from 10:00 a.m. to 7:30 p.m. Central Time.

We deeply regret any inconvenience or concern this may cause. Please do not hesitate to reach out to our designated call center if you have any questions.

Sincerely,



Julene Brown
Chief Compliance Officer



Steps You Can Take to Protect Your Information

Enroll in Credit Monitoring

Nemadji has secured the services of Kroll to provide Credit Monitoring Services at no cost to affected individuals for at least 12 months. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data.

Other Steps You Can Take

We encourage you to remain vigilant against incidents of identity theft and fraud and to review your account statements, explanation of benefits, and credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, placing a security freeze in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian

PO Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016
1-888-909-8872
www.transunion.com/credit-freeze

Equifax

PO Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
www.equifax.com/personal/credit-report-services

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian

P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-680-7289
www.transunion.com/fraud-victim-resource/place-fraud-alert

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008
www.equifax.com/personal/credit-report-services

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, www.ncdoj.gov.

For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, 1-888-743-0023, www.oag.state.md.us.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For Rhode Island Residents, the Rhode Island Attorney General can be reached at: 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident.