

Notice of a Recent Security Incident

On September 25, 2018, Tandigm Health (Tandigm) discovered a potential vulnerability in one of our websites. Tandigm quickly launched an investigation to determine the nature and scope of this incident, working with a leading forensics investigation firm to confirm whether the vulnerability could enable someone to potentially bypass the existing security safeguards, and, if so, what information may have been affected. After thorough investigation, Tandigm does not have evidence that patient information was subject to unauthorized access or misuse. Tandigm is providing patients with notice in an abundance of caution. While it cannot be determined if information was actually accessed, it was accessible between April 24, 2017, and December 31, 2017. The information included patients' names, dates of birth, medical information, and health insurance information. This incident did not involve any financial or credit information.

Information privacy and security are among Tandigm's highest priorities, and there are strict security measures in place to protect information in Tandigm's care. To help prevent something like this from happening in the future, Tandigm added additional security to the internet-based platforms, provided additional and ongoing staff data security training, reviewed existing security and privacy policies, and enhanced the security protections already in place.

Tandigm sent notices to patients so they may take further steps to best protect their information. Tandigm also established a call center to answer any questions patients may have and is offering notified patients a two-year complimentary credit monitoring and identity protection service. Individuals that received notice may call a dedicated assistance line at 1-855-227-9829 (toll free), Monday through Saturday, 9:00 a.m. to 9:00 p.m., EST. Hearing-impaired TTY users may call 711 to receive assistance free of charge. In addition to enrolling in the complimentary services, those who are interested in learning more about protecting against identity theft and fraud can review the information below.

Monitor Your Accounts. You may take action to protect against possible identity theft or financial loss, should you feel it is appropriate to do so. We encourage you to remain vigilant against incidents of identity theft and fraud, to review your bank account statements, credit or debit card statements, and health insurance policy statements, and to monitor your credit reports and explanation of benefits forms for suspicious activity. You should also report all suspicious or fraudulent medical charges.

Credit Reports. 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.

Fraud Alerts. At no charge, you can also have these credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

Equifax Consumer Fraud
Division
P.O. Box 740256
Atlanta, GA 30374
1-888-766-0008
www.equifax.com

Experian
P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19106
1-800-680-7289
www.transunion.com

Security Freeze. You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files.

To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-685-1111
www.freeze.equifax.com

Experian Security Freeze
P.O. 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/
securityfreeze

Additional Information. You can further educate yourself regarding identity theft, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue, NW, Washington, DC 20580; www.ftc.gov/idtheft; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC. You can also further educate yourself about placing a fraud alert or security freeze on your credit file by contacting the FTC or your state's Attorney General. This notice has not been delayed as a result of a law enforcement investigation.