



Hackensack Sleep and Pulmonary Center LLC

Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

Re: Notice of Potential Data Breach

The privacy, security and confidentiality of the information we maintain for our patients is a top priority for everyone at Hackensack Sleep and Pulmonary Center LLC. Regrettably, we are writing to inform you that we have had a ransomware incident. While we are unaware of any actual breach of your personal and health information, we write to provide you with information about the event, steps taken since discovering the incident, and what you can do to better protect yourself against potential harm resulting from this event, should you feel it is appropriate to do so.

What Happened? On September 24, 2017, Hackensack Sleep and Pulmonary Center's computer system was infected with a ransomware virus. We discovered the incident on September 25, 2017. The virus encrypted (locked) our electronic medical record files and the attacker demanded a ransom to "unlock" the files. We did not pay the ransom. We used an unaffected off-line backup copy to restore our medical record files, and we are confident they are intact. We have no information to suggest that any of your personal or health information was viewed by any unauthorized person or that any of your data was removed from our systems. Typically, these ransomware programs do not seek to steal patient data, but instead are used to extort the parties hacked into paying money to recover locked files.

What Information Was Involved? Our electronic medical records include the following information: medical records (diagnosis, office notes, procedures, reports), personal identifiers (name, date of birth, address, social security numbers, credit card numbers and account information) and insurance information.

What We Are Doing. Upon our discovery of this event, we immediately notified the New Jersey State Police Cyber Crimes Unit and hired a computer forensics expert to help protect our patients, assist in our investigation, and make recommendations to prevent future incidents. We are implementing security measures to enhance the security of our systems.

What You Can Do. While Hackensack Sleep and Pulmonary Center is unaware of any actual or attempted misuse of any personal or health information as a result of this event, we nevertheless encourage you to review your account statements, social security correspondence, health insurance account records, and explanation of benefits forms for suspicious activity, and report all suspicious activity to the institution that issued the record immediately. Additional steps you can take to generally protect against the possibility of identity theft and fraud are included in the enclosed *Privacy Safeguards Information* document.

Our Commitment. We sincerely apologize and regret that this incident has occurred. We are committed to providing quality care, including protection of your personal and health information. Please know we are doing everything we can to continue to monitor this issue, to safeguard your personal and health information, and to protect against future incidents. If at any time you discover that your information has been used inappropriately, please notify the proper authorities immediately as warranted by the situation.

For More Information. Hackensack Sleep and Pulmonary Center realizes you may have questions that are not addressed in this letter. Should you have any questions or concerns regarding this incident, please call the Hackensack Sleep and Pulmonary Center toll-free inquiry line at 1-800-639-7533, weekdays during normal office hours. We sincerely regret any inconvenience or concern this incident has caused.

Sincerely,

Fariborz Ashtyani, M.D.

Hackensack Sleep and Pulmonary Center LLC

Privacy Safeguards Information

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your 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.

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
P.O. Box 105069
Atlanta, GA 30348
800-525-6285
www.equifax.com

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

TransUnion
P.O. Box 2000
Chester, PA 19022-2000
800-680-7289
www.transunion.com

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. If you have been a victim of identity theft, and you provide the credit bureau with a valid police report, it cannot charge you to place, list or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. 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
<http://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 19022-2000
1-888-909-8872
www.transunion.com/credit-freeze

Parents/guardians of affected minors can contact www.transunion.com/childidentitytheft to have a check of the minor child’s credit score and obtain additional steps to protect against fraudulent activity. You can further educate yourself regarding identity theft, fraud alerts, and the steps you can take to protect yourself, by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with it. You can obtain further information on how to file a complaint by way of the contact information listed below. 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 crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement. This notice has not been delayed by law enforcement.

Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580, Telephone: (202) 326-2222, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338), TTY: 1-866-653-4261

Residents of the following states may contact the state Attorney General as follows:

California Attorney General Attn: Public Inquiry Unit P.O. Box 944255 Sacramento, CA 94244-2550 https://oag.ca.gov/	Connecticut Attorney General 55 Elm Street Hartford, Connecticut 06106 http://www.ct.gov/ag/site/default.asp
Florida Attorney General The Capitol PL-01 Tallahassee, FL 32399-1050 http://myfloridalegal.com/	Georgia Attorney General 40 Capitol Square, SW Atlanta, GA 30334 https://law.georgia.gov/
Iowa Attorney General Hoover State Office Building 1305 E. Walnut Street Des Moines IA 50319 https://www.iowaattorneygeneral.gov/	Illinois Attorney General Chicago Main Office 100 West Randolph Street Chicago, IL 60601 http://www.illinoisattorneygeneral.gov/
Kansas Attorney General 120 SW 10th Ave., 2nd Floor Topeka, KS 66612 http://ag.ks.gov/about-the-office/contact-us	Louisiana Attorney General 1885 North Third Street Baton Rouge, LA 70802 https://www.ag.state.la.us/
Massachusetts Attorney General One Ashburton Place Boston, MA 02108-1518 http://www.mass.gov/ago/	Maryland Attorney General 200 St. Paul Place Baltimore, MD 21202 http://www.marylandattorneygeneral.gov/
Minnesota Attorney General 445 Minnesota Street, Suite 1400 St. Paul, MN 55101 http://www.ag.state.mn.us/	North Carolina Attorney General 9001 Mail Service Center Raleigh, NC 27699-9001 http://www.ncdoj.gov/
New Hampshire Attorney General 33 Capitol Street Concord, NH 03301 https://www.doj.nh.gov/	New Jersey Attorney General RJ Hughs Justice Complex 25 Market Street, Box 080 Trenton, NJ 08625-0080 http://www.nj.gov/oag/
New Mexico Attorney General 201 3rd St NW, Suite 300 Albuquerque, NM 87102 http://www.nmag.gov/	Nevada Attorney General 100 North Carson Street Carson City, NV 89701 http://ag.nv.gov/
New York State Attorney General Consumer Frauds & Protection Bureau 120 Broadway – 3rd Floor New York, NY 10271 https://ag.ny.gov/	Ohio Attorney General 30 E. Broad St., 14th Floor Columbus, OH 43215 http://www.ohioattorneygeneral.gov/
Pennsylvania Attorney General Strawberry Square Harrisburg, PA 17120 https://www.attorneygeneral.gov/	Rhode Island Attorney General 150 South Main Street Providence, RI 02903 http://www.riag.ri.gov/
South Carolina Attorney General P.O. Box 11549 Columbia, S.C. 29211 http://www.scag.gov/	Texas Attorney General P.O. Box 12548 Austin, TX 78711-2548 https://texasattorneygeneral.gov/
Virginia Attorney General 202 North Ninth Street Richmond, Virginia 23219 https://www.oag.state.va.us/	Vermont Attorney General 109 State Street Montpelier, VT 05609 http://www.atg.state.vt.us/
Wisconsin Attorney General 17 W. Main Street, P.O. Box 7857 Madison, WI 53703-7857 https://www.doj.state.wi.us/	West Virginia Attorney General State Capitol Complex, Bldg. 1, Room E-26 Charleston, WV 25305 http://ago.wv.gov/Pages/default.aspx