

We are providing these FAQs in accordance with the substitute breach notification provisions of the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) and Mass. Gen. Laws Ann. ch. 93H §3.

For more information on the incident please see our FAQs below. If you have any further questions on this matter, please call (844) 527-4994, Monday through Friday, 8:00 a.m. to 5:00 p.m. Eastern time.

### 1. What happened?

Iron Mountain, the company responsible for the storage of our archived patient records, conducted a limited audit of the records they store for us on November 18, 2014. Iron Mountain’s audit concluded that they may not be able to account for some of the boxes listed on our inventory of stored records.

### 2. How did this incident happen?

As of today, it is unclear how this happened. Iron Mountain is continuing to search for the records and has indicated to Attleboro that the boxes involved in the incident were likely either (1) inadvertently destroyed during a planned consolidation of storage facilities by a predecessor company that occurred between June 2009 and June 2010 or (2) stored securely, but in a different location within its storage facility than noted in its inventory of records.

It is possible that there has simply been a discrepancy in the recording of the inventory. As part of its ongoing investigation, Iron Mountain notified us on March 24, 2015, that it had located 7 boxes that may have contained patient health or other personal information and had previously been marked as unaccounted for in Iron Mountain’s original notice. **We now know that no records from 1995 – 1999 are missing.**

Until Iron Mountain completes a full audit of its records, they will not be able to ascertain whether the stored boxes are located, missing, misplaced, or destroyed. This audit is expected to be completed by December 2015.

### 3. What information was involved in the incident?

The boxes involved in the incident may include patient name, address, Social Security Number, date of birth, diagnosis, and other medical status and assessment information as well as financial information gathered in the patient’s medical and financial records during

his/her stay at Attleboro.

**4. Has the information been misused?**

As of today, we have conducted a thorough investigation and have uncovered no evidence that any patient information has been misused.

**5. What has Life Care Center of Attleboro done in response to the incident and how is Life Care Center of Attleboro going to prevent this from happening again?**

We are taking this matter very seriously and have conducted a thorough investigation. Please be assured that we have taken every step necessary to mitigate the circumstances resulting from this incident and to ensure an incident like this does not happen again. Iron Mountain is continuing to conduct a search for these records, which were likely either (1) destroyed or (2) stored securely, but in a different location within its storage facility than noted in its inventory of records. Until Iron Mountain completes a full audit of its records, they will not be able to ascertain whether the stored boxes are located, missing, misplaced, or destroyed. This audit is expected to be completed by December 2015.

**6. Should I take any steps to protect myself?**

If your family member was a patient at Life Care Center of Attleboro and is now deceased, we do not anticipate any harmful effects resulting from this incident and do not believe you need to take any further steps.

If you were a patient at Life Care Center of Attleboro between 1992 and 1994 or 2000 and 2002, in 2006, or in 2011, you may be eligible for a complimentary one-year membership of Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft. For more information, please call (844) 527-4994, Monday through Friday, 8:00 a.m. to 5:00 p.m. Eastern time.

You can also: (1) place a 90 day fraud alert on your credit file, (2) review of free copy of your credit report, or (3) place a freeze on your credit report.

**Fraud Alert**

An initial 90 day fraud alert indicates to anyone requesting your credit file that you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the lender should take steps to verify that you have authorized the request. If the creditor cannot verify this, the request should not be satisfied. You may contact one of the credit reporting companies below for assistance.

**Equifax**  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

**Experian**  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**  
1-800-680-7289  
[www.transunion.com](http://www.transunion.com)

## **Security Freeze**

Under Massachusetts law, if you are the victim of identity theft, you have the right to file a police report and obtain a copy of it. Massachusetts law also allows consumers to place a security freeze on their credit reports. If you are very concerned about becoming a victim of fraud or identity theft, a security freeze might be right for you. Placing a freeze on your credit report will prevent lenders and others from accessing your credit report entirely, which will prevent them from extending credit. With a Security Freeze in place, you will be required to take special steps when you wish to apply for any type of credit. This process is also completed through each of the credit reporting companies.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies by regular, certified or overnight mail at the addresses below:

### **Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348

### **Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013

### **Trans Union Security Freeze**

Fraud Victim  
Assistance Department  
P.O. Box 6790  
Fullerton, CA 92834

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 either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and

include proper identification (name, address, and social security number) **and** the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) **and** the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

### **Credit Report**

You can visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 877-322-8228 to obtain a free copy of your credit report. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.