

LINCOLN MEDICAL CENTER
PO BOX 955
PECK SLIP STATION
NEW YORK NY 10272-0955

Personal and Confidential



NAME
STREET ADDRESS
CITY STATE ZIP

RE: Notification Regarding Your Medical/Private Information

June 4, 2010

Dear Patient:

We at Lincoln Medical & Mental Health Center ("Lincoln") value the importance of protecting the privacy and confidentiality of our patients. Therefore, I regret to inform you of an incident that involves the loss of some of your protected health information, which includes some of your medical and personal information.

This incident occurred sometime between March 16 and 24, 2010, when seven duplicate compact disks (CDs) in the custody of FedEx were lost while being transported to Lincoln. These CDs were created by Siemens Medical Solutions USA, Inc. ("Siemens"), a company that performs billing and claims processing for Lincoln. Unfortunately, the missing CDs contain some of your protected health information, including your name, address, social security number, medical record number, patient number, health plan information, date of birth, dates of admission and discharge, diagnostic and procedural codes and descriptions, and possibly your driver's license number if provided by you to us.

An investigation was launched immediately by both FedEx and Siemens to locate the CDs, and Siemens notified the New York City Health and Hospitals Corporation ("HHC"), which operates Lincoln, that the CDs were missing by letter dated April 2, 2010. HHC promptly directed Siemens to suspend further transport of CDs by carrier between Siemens and Lincoln. Regrettably, the lost CDs have not yet been recovered.

Please note that Lincoln has no knowledge that your protected health information has, in fact, been improperly accessed by any person or entity. Although the CDs are not protected by a form of technology that renders them unreadable, they are password protected. Furthermore, FedEx has suggested that the CDs likely became separated from their shipping envelope at one of its facilities, were swept up and destroyed. Nevertheless, we are required by federal regulation and state law under these circumstances to make you aware of the incident and to inform you of steps you may take to protect yourself from possible harm arising from this unfortunate occurrence.

Lincoln recommends that you review and consider the following steps to protect yourself from possible harm that could arise from this incident:

1) **Order a free credit report.** Under the federal Fair Credit Reporting Act, you are entitled to receive a free copy of your credit report from each of the three national consumer reporting companies (Equifax, Experian and TransUnion) once every twelve months. After you receive your credit report you should review it to see if it contains activity that you do not recognize, such as accounts that you have not opened, or debts that you did not incur. If you discover information in your credit report that you believe to be fraudulent, contact the credit reporting company to block this information.

You may obtain your free credit report online at www.annualcreditreport.com, by telephone at 1-877-322-8228, or by completing the enclosed form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

Although you may request credit reports from all three credit reporting companies at the same time, another strategy would be to order from one company immediately and from the other two over a period of weeks or months to see if any unrecognized activity appears over time.

2) **Place a credit alert on your consumer credit files.** Call the toll-free number of any one of the three major credit reporting companies listed below to place a free 90-day fraud alert on your credit report. This can help prevent an identity thief from opening accounts in your name. As soon as the credit reporting company confirms your fraud alert, the other two credit bureaus will automatically be notified to place alerts on your credit report.

- o **Equifax:** 1-800-525-6285/ www.equifax.com
P.O. Box 740241, Atlanta, GA 30374-0241
- o **Experian:** 1-888-EXPERIAN (397-3742) / www.experian.com
P.O. Box 9532, Allen TX 75013.
- o **TransUnion:** 1-800-680-7289 / www.transunion.com
Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790.

3) **Monitor your account activities.** Read your financial account statements and health insurance statements of services promptly upon receiving them to confirm that they are accurate. ¹ Also, make sure that you are receiving your regular bills and that your accounts have not been switched. Be concerned if you receive credit cards that you did not apply for, or you receive communications from creditors regarding goods or services you did not purchase.

If you believe you are a victim of identity theft, you may report it to the New York City Police Department at your local precinct or by calling 311.

4) **You will also find additional useful information** about these and other measures you may take to protect yourself against identity theft on the following websites:

Federal Trade Commission --
<http://www.ftc.gov/bcp/edu/microsites/idtheft/consumers/compromised.html>

Office of the New York Attorney General --
http://www.ag.ny.gov/bureaus/consumer_frauds/tips/id_theft_victim.html

New York City Police Department --
http://www.nyc.gov/html/nypd/downloads/pdf/crime_prevention/Identity_Theft.pdf

We at Lincoln take our role of safeguarding your protected health information and using it in an appropriate manner very seriously. We apologize for the concern this incident may cause you and assure you steps have been taken to ensure that a similar unauthorized disclosure of protected health information does not recur. As mentioned above, transport of CDs from Siemens to Lincoln was immediately suspended after this event, and procedures are now being developed to communicate the essential information that was previously sent on CDs in a more secure manner.

If you have any questions or would like to learn additional information concerning this matter, you may contact us regarding this incident, toll free, at (877) 788-4089.

Sincerely,



Jose R. Sanchez
Network Senior Vice President and
Executive Director

Encl.

¹ You should also consider reviewing your medical record if you believe that your information has been compromised or you suspect that you have been a victim of medical identity theft. Depending on the results of such a review, you may then wish to file a request to amend your record to correct any information that you believe does not appropriately belong to your medical record.

