

- Acute Rehabilitation
- Outpatient Services



SPAULDING  
REHABILITATION  
HOSPITAL  
NETWORK

125 Nashua Street  
Boston, Massachusetts 02114-1198  
Tel: 617.573.7000  
<http://spauldingrehab.org>

December 19, 2008

✓ Office of the Attorney General  
One Ashburton Place  
Boston, MA 02108

Director of Consumer Affairs and Business Regulation  
Ten Park Plaza, Suite 5170  
Boston, MA 02116

To Whom it May Concern;

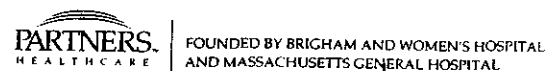
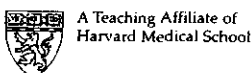
This letter is written pursuant to M.G.L. Chapter 93H as notification that the Spaulding Rehabilitation Network has recently discovered information leading it to believe that an unauthorized release or acquisition of personal information may have occurred.

Please be advised that our Cambridge Out-patient site in the Spaulding Rehabilitation Network suffered a recent apparent theft of checks and charge card receipts from patient co-payments for care provided. These incidents took place at our *Spaulding - Cambridge Outpatient site* located on the Youville Hospital premises at 1575 Cambridge Street, Cambridge Mass. 02138

These incidents took place on the recent weekends of Dec 5-7, 2008 and Dec 12-14, 2008. There were 8 patients affected; two of whom had two pieces of material involved.

Upon learning of this recent incident, **Spaulding** began an investigation and the site Manager immediately notified the Massachusetts resident(s) affected to alert them regarding their information.

Our Spaulding Security Department along with other relevant Spaulding managers and Youville staff are in the process of a full investigation of the circumstances of this theft and are working on appropriate remediation to prevent further theft. Immediate remediation includes change in location for the storage of money, checks and charge card receipts effective immediately. We are currently in the process of evaluation of new more substantial safes to potentially be dead bolted to the walls to make theft



Letter re Identity Theft- Dec 2008

substantially more difficult. This and any other potential actions will be determined by findings of the investigation currently in process.

I have also notified these eight Massachusetts residents by letter in order to meet the Massachusetts requirements for the same. (Please see enclosed a sample set of the letters and notices sent to the 8 patients).

If you wish to speak to a **Spaulding** representative regarding this incident, please contact Ms. Melanie Deveikas, Manager of the Cambridge site at 617-573-2700 or myself. Spaulding will make every effort to address any questions and concerns that you may have.

Thank you.

Sincerely,



Jane Beckstrom, MPH; RHIA,  
Director, Health Information Management Dept.  
Privacy Officer

***Spaulding Rehabilitation Hospital***

125 Nashua Street

Boston, Ma. 02114

Phone: 617-573-2310

Fax: 617-573-2309

CC Paula Hereau, Director of SRN Compliance & Risk Management  
Tomas Chiozzi, Director of SRH Security  
Melanie Deveikas, Manager, SRH Cambridge OPD site.  
Robert Welch, VP, Ambulatory Services, SRN  
Mr. David Storto, SRN President

Enclosure: Consumer Notification Letters

- Acute Rehabilitation
- Outpatient Services



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December 19, 2008

Mr. [REDACTED]  
[REDACTED]  
[REDACTED]

**Re: Data Breach Notification**

Dear Mr. [REDACTED]

Under the 2008 Data Breach Notification Statute (Massachusetts General Law, Chapter 93H), businesses, including hospitals and health care providers, are required to alert health care consumers when they know or have reason to believe that a consumer's "personal information" has been released to an unauthorized person.

This letter is written to notify you of an unauthorized release and acquisition of your personal information that originated at our Cambridge Out-patient site of the Spaulding Rehabilitation Network. This site is located at 1575 Cambridge St in Cambridge Mass.

**Background & Your rights under Chapter 93H, (Data Breach Notification Statute)**

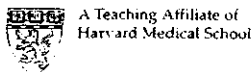
Our Cambridge site suffered a recent apparent theft of some checks and credit card receipts from patient co-payments for care. In your case your Master card payment receipt and your check appears to have been taken.

Also, as required by Chapter 93H, this situation has been reported to both the Massachusetts Office of the Attorney General and the Department of Consumer Affairs and Business Regulation.

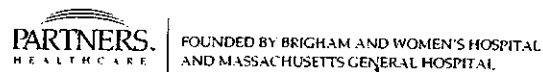
Spaulding Rehabilitation Network is required by Chapter 93H to notify you of certain rights granted to you under the law, for the purpose of protecting yourself against potential identify theft. First, you have the right to file a police report with your local law enforcement agency.

Second, you have the right to place a *security freeze* on your credit reports. Placing a security freeze prevents a credit-reporting agency from releasing your credit report without your written consent. A security freeze is more restrictive than simply placing a fraud alert onto your credit report.

A security freeze is designed to prevent credit, loans and services from being approved in your name without your written consent. However, it could delay or interfere with the timely approval of any subsequent requests you make for new loans, credit, mortgages, employment, rental housing, insurance, or other services. Please refer to the attached information sheet for instructions regarding placing a security freeze on your credit reports.



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AND MASSACHUSETTS GENERAL HOSPITAL

Letter Chapter 93H - [REDACTED]

Third, if you provide a credit-reporting agency with a valid police report, it cannot charge you to place, lift, or remove security freezes. In all other cases, a credit-reporting agency may charge up to \$5.00 per transaction.

**Other Steps to Protect Your Identity**

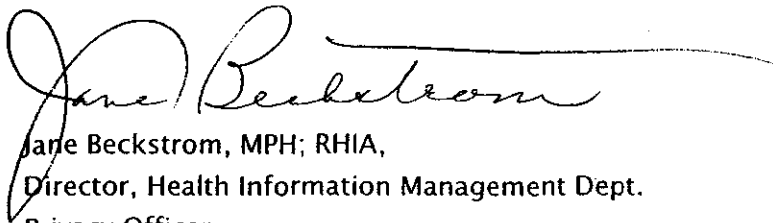
It is always advisable to monitor your financial accounts for any unusual activity. For example, you can order credit reports periodically and check for any unauthorized activity. If you do notice suspicious account activity, you should contact any financial institution where you have an account.

The Spaulding Rehabilitation Network including all of its Out Patient sites takes the security of your personal and medical information very seriously. We want to assure you that this matter is being appropriately addressed to significantly decrease the chances of this ever happening again. While we regret that this event occurred, we remain dedicated to our mission to provide exemplary care and service, and feedback from our patients is critical to our improvement efforts.

If you wish to speak to a representation at Cambridge regarding this incident, please contact: Melanie Deveikas at 617-573-2700 or me. We will make every effort to address any questions and concerns that you may have.

We are offering you the opportunity for credit monitoring through Experian's Triple Advantage Premium credit monitoring. In order to do so, please contact them and use the enclosed reference number. Please refer to the enclosed letter on yellow paper for details including your individual reference number.

Sincerely,



Jane Beckstrom, MPH; RHIA,  
Director, Health Information Management Dept.  
Privacy Officer

***Spaulding Rehabilitation Hospital***

125 Nashua Street

Boston, Ma. 02114

Phone: 617-573-2310

Fax: 617-573-2309

December 19, 2008

[REDACTED]  
[REDACTED]  
[REDACTED]

Dear Mr. [REDACTED]

I am writing to inform you about credit monitoring protection. This is subsequent to a potential security breach involving the apparent theft of your Master Card payment receipt and your check submitted for your co-payments at the Cambridge OPD site of the *Spaulding Rehabilitation Network*. As a result of this unfortunate incident, your personal information may have been potentially exposed to others. We deeply regret this incident.

As a result of this incident, there is a possibility that your personal credit information could be misused. To help you detect the possible misuse of your personal information, we are providing you with a complimentary one year membership in Experian's Triple Advantage<sup>SM</sup> Premium credit monitoring product at no cost to you. Triple Advantage Premium will monitor your credit reports at the three national credit reporting companies: Experian, Equifax<sup>®</sup> and TransUnion<sup>®</sup> and notify you of key changes. Triple Advantage Premium is a powerful tool that will help you identify potentially fraudulent use of your information. Your Triple Advantage Premium membership is completely free and will not hurt your credit score.

Your complimentary 12-month Triple Advantage<sup>SM</sup> Premium membership includes:

- Triple Advantage Premium monitors your credit reports every day so you don't have to
- Email alerts when key changes are detected so you can act quickly
- A free three bureau credit report and score
- If you become a victim of fraud or identity theft, our Fraud Resolution Team will assist you with the recovery process, every step of the way
- \$25,000 in identity theft insurance provided by Virginia Surety Company, Inc. with no deductible\*

\*Due to New York state law restrictions, identity theft insurance coverage cannot be offered to residents of New York. All other benefits of Triple Advantage Premium are available to residents of New York.

You have ninety (90) days to activate this membership, which will then continue for 12 full months. We encourage you to activate your credit monitoring membership as soon as possible.

The web site to enroll in Triple Advantage Premium and your individual activation code are both listed below. To sign up, please visit the web site and enter your individual activation code.

Credit Monitoring - [REDACTED]

Please keep in mind that once activated, the code cannot be re-used for another enrollment. The web site will guide you through the process of enrolling in Triple Advantage Premium.

Triple Advantage Premium Web Site: <http://partner.consumerinfo.com/premium>

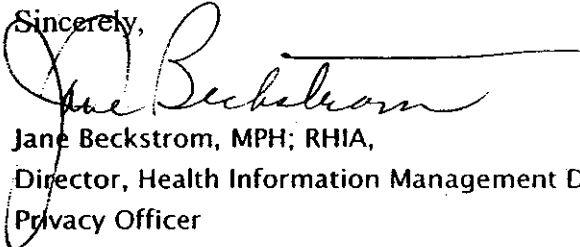
Your Activation Code: [REDACTED]

If you wish to enroll over the phone for delivery of your membership via US mail, please call: 1- 866 - 252 - 0121.

Again, your Triple Advantage Premium membership is completely free and will not hurt your credit score.

Please accept our sincerest apologies. Since this incident, we have taken steps to store the receipts and checks in a new location and are also investigating new heavier safes to minimize the chances of this ever happening again. We are committed to fully protecting all of the information that is entrusted to us. If you should have any additional questions about this incident, please contact Melanie Deveikas, Manager of the Spaulding Cambridge site at 617-573-2700 or, myself.

Sincerely,



Jane Beckstrom, MPH; RHIA,  
Director, Health Information Management Dept.  
Privacy Officer

*Spaulding Rehabilitation Hospital*

125 Nashua Street

Boston, Ma. 02114

Phone: 617-573-2310

Fax: 617-573-2309

### ***How do I place a security freeze?***

To place a security freeze, you must submit a written request to **each** of the three major credit reporting agencies (Equifax, Experian, and TransUnion). Contact information is listed below. Your request may be sent by certified, overnight mail or regular mail.

Each agency has its own requirements on documents you will need to submit with your written request. Specific requirements for placing a freeze are posted on each of the three major credit bureaus' websites and we have printed this information for you below. However, since these requirements could change, we strongly recommend you view instructions posted on each bureau's website or call each bureau's Fraud Department before you send in your request.

1. Experian Security Freeze, P.O. Box 9554, Allen, TX 75013 (888) 397-3742  
[http://www.experian.com/consumer/security\\_freeze.html#state](http://www.experian.com/consumer/security_freeze.html#state)
2. TransUnion, Fraud Victim Assistance Department, P.O. Box 6790, Fullerton, CA 92834 (800) 680-7289  
<http://www.transunion.com/corporate/personal/fraudIdentityTheft/preventing/securityFreeze.page>
3. Equifax Security Freeze, P.O. Box 105788, Atlanta, GA 30348 (888) 766-0008  
<http://www.equifax.com/home/>

### ***How to place a Security Freeze with Experian***

According to information posted on Experian's website: To request a security freeze, you may log on to [www.experian.com/freeze](http://www.experian.com/freeze) or send all of the following (documentation for both the spouse and victim must be submitted when requesting the spouse's credit report) to **Experian Security Freeze, P.O. Box 9554, Allen, TX 75013**: full name, with middle initial and generation, such as JR, SR, II, III, etc.; Social Security number; date of birth (month, day and year); current address and previous addresses for the past two years; and \$5 fee or a valid investigative or incident report or complaint with a law enforcement agency or the DMV. In addition, enclose one copy of a government issued identification card, such as a driver's license, state or military ID card, etc., **and** one copy of a utility bill, bank or insurance statement, etc. Make sure that each copy is legible (enlarge if necessary), displays your name and current mailing address, and the date of issue (statement dates must be recent). Experian will not accept credit card statements, voided checks, lease agreements, magazine subscriptions or postal service forwarding orders as proof.

### ***How to place a Security Freeze with TransUnion***

According to information posted on TransUnion's website: To request a security freeze, your written request must include your name, address, Social Security Number along with the applicable fee, if any, for the service. Acceptable forms of payment are check, money order, or credit card (American Express, Discover, MasterCard and Visa). Please also include proof of your current residence, such as a state issued identification card or

driver's license. Mail your written request to: **TransUnion, Fraud Victim Assistance Department, P.O. Box 6790 Fullerton, CA 92834.** (MN, NM, DC and ND residents may make their request by telephone by calling 888-909-8872. Residents of Massachusetts, New York, New Jersey, and West Virginia may make their requests via overnight mail). (New York, New Jersey, and West Virginia residents making their request via overnight mail may send their requests to TransUnion, Fraud Victim Assistance Department, 1561 E. Orangethorpe Ave. Fullerton, CA 92831.)

If you are a victim of identity theft and can provide TransUnion with a copy of a valid identity theft report, a department of motor vehicles investigation report, or similar proof that you have been a victim of ID theft, you will not be charged a fee for the Security Freeze service. Otherwise, for residents of Massachusetts, the cost is \$5.00.

### ***How to place a Security Freeze with Equifax***

According to information posted on Equifax's website: Consumers in all states can request a security freeze by sending a written request with the following information to Equifax Security Freeze, P.O. Box 105788, Atlanta, Georgia 30348:

1. Name
2. Address
3. Date of Birth
4. Social Security Number
5. Proof of current address such as a current utility bill
6. Payment of applicable fees to request a security freeze of your credit file.
  - a. Name of the person as it appears on the credit card
  - b. Type of credit card (American Express, Mastercard, VISA, or Discover Card)
  - c. Complete account number
  - d. Expiration data (month and year)
  - e. For American Express - 4 digit Card Identification Number (on front of card above the account number)
  - f. For Mastercard, VISA, or Discover Card - 3 digit Card Identification Number (on back of card at the end of the account number. Please do not send cash through the mail.
7. If you are an identity theft victim and are requesting a security freeze you must also include a copy of a police report, Identity Theft report, or other government law enforcement agency report, such as a DMV report. You will not be charged a fee for the Security Freeze services.

### ***Receipt of Confirmation that a Security Freeze has been placed:***

Experian, TransUnion and Equifax should, within five business days of receipt of your request, send you a written confirmation and provide you with a unique personal identification number (PIN) or password, which you may use to lift or remove the security freeze. Each credit reporting agency is required to post on its website clear instructions for placing, lifting, and removing a security freeze.

***Obtaining Further Information***

Additional consumer information on security freezes, including contact information for the three credit reporting agencies, is available on-line at [www.mass.gov/consumer](http://www.mass.gov/consumer).