

August __, 2014

«FNAME» «LNAME»
«ADD1»
«ADD2»
«CITY», «ST» «ZIP»

Dear «FNAME» «LNAME»:

We are writing this letter to inform you of a recent incident involving some of your personal information. On June 13, 2014, as part of routine hospital operations, Jersey City Medical Center sent a package to a company engaged by New Jersey Medicaid to help the state in reviewing certain types of payments to hospitals in NJ. That package was scheduled to be delivered by United Parcel Service (UPS) on Monday, June 16, 2014, but we learned on or about that date, that the package did not arrive as scheduled. The package included an unencrypted computer compact disk (CD) containing patient information that the NJ Medicaid program required from the Medical Center. By letter dated July 22, 2014, UPS informed the Medical Center that the package could not be found.

Included on this CD was your name and social security number. The CD may have also included the following information about you: date of birth, the internal Medical Center medical record number, gender, and the following information applicable to your visits to the Medical Center in 2011: Medical Center admission and discharge dates, whether you were an inpatient or outpatient, number of days you received care from the Medical Center, dollar amount of Medical Center charges incurred for your care, the name of your health insurance payor(s), amounts paid to the Medical Center by you or your insurers, and/or general type of claim and/or revenue code. The CD **did not** include your address, any other personal contact information or specific medical information about the care that you received at the Medical Center.

We are extremely committed to patient privacy and have followed-up extensively with UPS regarding this incident, attempting to ensure that UPS had followed all of its internal procedures designed to locate missing packages. The Medical Center has now implemented measures to avoid similar incidents in the future, including prohibiting the transmission of unencrypted CDs containing patient information. Technological measures and retraining are also being implemented to minimize the chance of other such incidents.

In order to answer any questions you may have about this incident, you may contact our representatives at the following toll-free number: 877-244-8984, between 9 am and 7 pm Eastern Time, Monday through Friday.

While UPS has no evidence that your personal information has been made available to any unauthorized parties, or misused in any way, we recommend that you consider taking the following proactive steps to protect yourself:

- To help safeguard against misuse of your personal information, we are offering a professional identity monitoring service called First Watch ID which is provided by First Watch Technologies, Inc., at no cost to you for 12 months. Details about this service and how to enroll are provided to you at the end of this letter. Please note that this service is not provided directly by the Medical Center, and while offered as a courtesy to you, the Medical Center is not responsible for this service.
- You may contact one of the credit reporting agencies listed below and ask for a fraud alert to be placed on your credit report. There is no charge for this service. When you place a fraud alert on your credit report, businesses will contact you to check your identity before issuing credit. In addition, you will be able to receive a free copy of your credit report from each agency, one time per year. We recommend that you regularly request and review your credit reports and continue to monitor them for any suspicious activity or signs of fraud.

Equifax:	1-800-525-6285	www.equifax.com
Experian:	1-888-397-3742	www.experian.com
TransUnion:	1-800-680-7289	www.tuc.com

- You can visit the Federal Trade Commission website (<http://www.ftc.gov/bcp/edu/microsites/idtheft/>) to find out more about what you can do to protect against the misuse of personal information.
- Additionally, to reduce any potential risk, you should review the activity in your financial accounts often for at least the next twelve (12) months, and report any suspicious activity immediately to your financial institutions and/or law enforcement authorities.

The Medical Center sincerely regrets this unfortunate incident because we consider the security of patient information to be of the utmost importance. If you have any questions or require additional information regarding this incident, please contact our representatives at the following toll-free number: 877-244-8984.

Sincerely,

Shani Newell
Privacy Officer

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FIRST WATCH ID MONITORING SERVICE:

You can sign up for this service anytime between now and November 2, 2014, using the verification code listed below. To enroll in this service, simply call 877-244-8984, Monday

through Friday between the hours of 9 a.m. and 7 p.m. Eastern Time, or go to www.firstwatchid.com and Click on the Verification Code button.

Whether you enroll on the phone or on-line, you must provide the following unique 12-digit verification code: _____.

After enrollment, you will receive one year of proactive identity monitoring. First Watch ID will monitor databases and records on your behalf to look for suspicious activity that could indicate the beginning steps of identity theft. If suspicious activity is found, First Watch will place a personal phone call to you (at the telephone number that you provide) to determine if the suspicious activity is potentially fraudulent.

Additionally, if you enroll, First Watch provides you with easy online access to monitor your credit activity using the three major credit bureau services (whose contact information is above). Each credit bureau will provide you one free credit report annually (regardless of whether or not you enroll in First Watch). First Watch suggests you request your free credit report from one bureau at a time every four months. This allows you to monitor credit activity three times per year. First Watch will send you an email (at the email address you provide) every four months reminding you to request your free credit report from the appropriate bureau.

The First Watch ID service also includes up to \$25,000 of identity theft insurance, along with identity restoration coverage (certain limitations and exclusions may apply).