PO Box 2444
Faribault, MN 55021-9144

NAME
ADDRESS LINE 1
ADDRESS LINE 2
CITY, STATE, ZIP CODE

To Enroll, Please Call:
1-877-225-9893
Or Visit: www.ClinicianNotification.com
Your Access Code: [Code]

MONTH XX, 2010

Dear NAME,

We are writing on behalf of our client, Ingenix, Inc., to inform you of the possible disclosure of your Social Security number, and of the steps that have been taken to correct the issue and protect the security of your personal information.

As a medical professional, you are aware that many health plans and health insurance brokers maintain "provider search" websites that allow patients to search for medical services Ingenix, who hosts such websites for several health plans and brokers, learned that the "provider identification number" provided by one or more health plans and displayed during some specific provider searches was your Social Security number.

The number displayed was not labeled as a Social Security number, but rather appeared as a provider ID or similar designation. It also appeared only when your information matched a specific patient query and was often mixed with other types of provider IDs across multipage results Therefore, it would not have been obvious to the viewer that it was a Social Security number. It would have been displayed only for so long as the patient query webpage was open.

While our client found this occurrence to be relatively rare overall, the disclosure could have occurred during any point since the inception of this service, which in some cases dates back five years. You should note that this issue does not concern your patients' personal health information or any other of your personal or financial information.

As soon as Ingenix became aware of this issue, it promptly took steps to remove the Social Security numbers from the data used by these provider search sites, and undertook an investigation to determine which medical professionals may have been affected. In addition, it worked with the health plans to help avoid a reoccurrence of the error While there is no evidence to suggest that your information was used for any improper purpose, our client would like to offer you a 12-month subscription to ID Experts® FraudStop™ credit monitoring and recovery services at no charge to help ensure the security of your personal information.

ID Experts is an independent contractor and service provider for data disclosure response services to healthcare organizations across the United States.

Enclosed are instructions for registering with ID Experts Please call 1-877-225-9893 if you have questions.

Regards,

The ID Experts Team

Recommended Steps to Protect Your Identity

Please Note: No one is allowed to place a fraud alert on your credit report except for you, please follow the instructions below to place the alert.

Ingenix has contracted with ID Experts® to provide you with FraudStop™ identity monitoring and recovery services to help protect your identity Your one year membership will include the following

- **Fraud Resolution Representatives:** ID Experts will provide assistance if you suspect that your personal information is being misused A recovery advocate will be assigned to your case, and they will work with you to assess, stop, and reverse any fraudulent activity. If you suspect or discover suspicious activity, you should contact them immediately for assistance

- **Credit Monitoring:** ID Experts will provide 12 months of credit monitoring that will notify you by email of key changes in your credit file. Credit monitoring is included as part of your ID Experts membership, but *you must activate it for it to be effective* Detailed instructions for activating your credit monitoring are provided on the ID Experts member website which you may log into once you enroll

- **Exclusive Educational Materials:** The ID Experts website includes a wealth of useful information, including instructive articles, a Protection Test that you can take, very helpful ID Self-Defense Academy™ and a place where you can review and update your account Their experts will keep you up-to-date on new identity theft scams, tips for protection, legislative updates and other topics associated with maintaining the health of your identity

- **Insurance Reimbursement:** ID Experts will arrange $20,000 of identity theft reimbursements for certain expenses that can be incurred when resolving an identity theft situation

By immediately taking the following simple steps, you can help prevent your information from being misused.

1. **Telephone:** Contact ID Experts at 1-877-225-9893 to gain additional information about this event and to talk with knowledgeable people about appropriate steps to take to protect your credit record. Representatives from ID Experts are available to assist with enrollment in the program Monday through Friday from 8 am-8 pm Central Time

2. **Website:** Go to **www.ClinicianNotification.com** and follow the instructions for enrollment. If you do not have Internet access, you can also call 1-877-225-9893 to enroll over the phone Once you have completed your enrollment, you will receive a welcome letter either by mail or by email if you provide an email address when you sign up The welcome letter will detail the components of your membership and it will also contain instructions for activating your credit monitoring It will direct you to the exclusive ID Experts' Member Website where you will find other valuable educational information

3. **Activate the credit monitoring** provided as part of your membership with ID Experts, which is paid for by Ingenix. Credit monitoring is included in the membership, but you must personally activate it for it to be effective. Note: You must have access to a computer and the Internet to use this service. The welcome letter you receive after enrolling will provide you with instructions and information to activate the credit monitoring portion of the service If you need assistance, ID Experts will assist you. They can be reached at 1-877-225-9893

With credit monitoring, you will receive notification within 24 hours of critical changes to your credit report. You will quickly find out about changes, including potentially fraudulent activity such as new inquiries, new accounts, late payments, and more

4. Review your credit reports We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. You can receive free credit reports by placing fraud alerts and through your credit monitoring Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228 You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months

If you discover any suspicious items and have enrolled with ID Experts, notify them immediately by calling or by visiting their Member website and filing a theft report.

If you file a theft report with ID Experts, you will be contacted by a member of the Recovery Department who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Experts Recovery Advocate who will work on your behalf to identify, stop, and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity 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 A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's website If you elect to participate in the credit monitoring as discussed above in #3, ***please wait until after*** you have activated the credit monitoring before placing any fraud alerts. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows.

Credit Bureaus

Equifax Fraud Reporting
1-800-525-6285
P.O. Box 740241
Atlanta, GA 30374-0241
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9532
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
Fraud Victim Assistance Division
P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review

6. Security Freeze: By placing a freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above in writing to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze The cost of placing the freeze is no more than $10 for each credit reporting bureau for a total of $30. However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Complaint Form with the Federal Trade Commission, there is no charge to place the freeze.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following.

For Maryland Residents:
Office of the Attorney General of Maryland
Consumer Protection Division
200 St Paul Place
Baltimore, MD 21202
www.oag.state.md.us/Consumer
Toll Free 1-888-743-0023

For North Carolina Residents:
Office of the Attorney General of North Carolina
9001 Mail Service Center
Raleigh, NC 27699-9001
www.ncdoj.com/
Toll Free1-919-716-6400

For all other US Residents:
Identity Theft Clearinghouse
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.consumer.gov/idtheft
1-877-IDTHEFT (438-4338)
TDD. 1-202-326-2502