



[REDACTED]
[REDACTED]

June 28, 2024

Dear [REDACTED]:

HealthFirst Family Care Center (HFFCC) is committed to protecting the confidentiality and security of the information we maintain. We are writing to let you know about a data security incident that may have involved some of your information. This letter explains the incident, measures that have been taken, and some steps you can take in response.

HFFCC identified and responded to an incident that involved unauthorized access to one employee's email account. HFFCC first became aware of the incident on April 29, 2024, after identifying unusual activity in the employee's email account. Upon learning of this, HFFCC secured the employee's account and launched an investigation.

The investigation confirmed that this incident was limited to just one employee's email account and did **not** involve HFFCC's electronic health records systems. Importantly, this incident did **not** disrupt HFFCC's services or operations.

Through our investigation, we determined that an unauthorized party gained access to the HFFCC employee's email account between April 26, 2024 and April 29, 2024. The investigation could not rule out the possibility that the unauthorized party accessed certain emails and attachments in the employee's email account. Thus, out of an abundance of caution, we conducted a comprehensive search of the emails and attachments in the employee's email account that may have been accessed as a result of this incident. Our review identified one or more files that contain some of your information, including your name, Social Security number and email address.

We recommend you review the statements you receive from your healthcare providers and health insurance plan. If you see any services that were not received, please contact the provider or health plan immediately.

We deeply regret any inconvenience or concern this incident may cause and take this matter seriously. To help prevent something like this from happening again, we have implemented, and will continue to adopt, additional safeguards and technical security measures to further protect and monitor our systems. If you have any questions about this incident, please call 1-603-936-2628 or email Info@hffcc.org.

Sincerely,

Stacey Benoit

Stacey Benoit
Practice Manager