

Yale  
NewHaven  
Health  
P.O. Box 989728  
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>> or <<Full Name>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip>>  
<<Country>>

Enrollment Code: <<ENROLLMENT>>  
To Enroll, Scan the QR Code Below:





Or Visit:  
<https://response.idx.us/tcors>

July 19, 2024

Dear <<First Name>> <<Last Name>> or <<Full Name>>:

Yale New Haven Health (“YNHHS”) values and respects the privacy of your information, which is why we are writing to advise you of a recent security incident at one of our service partners, Tobin, Carberry, O’Malley, Riley & Selinger, P.C., which may have involved some of your personal information. We are writing to provide you with details of the incident and resources you may utilize, should you feel it is appropriate to do so.

**What Happened?** On December 4, 2023, one of our vendors, Tobin, Carberry, O’Malley, Riley & Selinger, P.C. (“TCORS”) notified us that it had experienced a security incident. TCORS was engaged to assist our patients in qualifying for Medicaid and long-term care benefits and coverage, and processing workers compensation claims. TCORS, with the assistance of third-party forensics specialists, conducted a forensic investigation to determine the nature and scope of the incident. Their investigation determined that an unauthorized third-party accessed its network from November 10, 2023, to November 30, 2023, and copied certain files from TCORS systems, including information related to individuals receiving care at YNHHS facilities. On February 13, 2024, TCORS provided notice of the security incident to YNHHS. On May 8, 2024, TCORS provided a list of individuals whose information may have been stored in the copied files.

**What Information Was Involved?** The copied files contained your address, date of birth, Social Security number, diagnosis information, treatment information, health insurance information, medical history, and name. Notably, YNHHS has no evidence that your information has been misused for the purposes of identity theft or fraud.

**What We Are Doing.** While this incident did not occur at YNHHS, YNHHS regularly implements measures to reduce the risk of this type of incident occurring at our facilities.

We are offering a complimentary <<one year/two year>> membership of identity theft protection services through IDX, a ZeroFox Company, to you. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. Enrollment is completely free to you, and enrolling in this program will not negatively affect your credit score. **For more information on IDX, including instructions on how to activate your complimentary membership, please see the additional information provided with this letter. Please note that the deadline to enroll is October 19, 2024.**

**What You Can Do.** We encourage you to take advantage of the complimentary credit monitoring through IDX. Information is included in a separate document enclosed with this letter. We also encourage you to carefully monitor the transactions within your financial accounts and those reflected in your credit report. You can find more information on steps to protect yourself against identity theft or fraud in the enclosed *Additional Important Information* sheet.

**For More Information.** We value the trust you place in us to protect your privacy, take our responsibility to safeguard your personal information seriously, and apologize for any inconvenience this incident might cause. For further information and assistance, please go to <https://response.idx.us/tcors> or call 1-888-804-6081 from 9 a.m. – 9 p.m. Eastern, Monday through Friday.

Sincerely,

A handwritten signature in cursive script that reads "Sherry Coomes". The signature is written in black ink and is positioned above the printed name and title.

**Sherry Coomes**

Chief Compliance and Privacy Officer

## ACTIVATING YOUR COMPLIMENTARY CREDIT MONITORING

**1. Website and Enrollment.** Scan the QR image or go to <https://response.idx.us/tcors> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

**2. Credit Monitoring Activation.** Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

**3. Telephone.** Contact IDX at 1-888-804-6081 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

### Additional Important Information

As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

**Credit Reports:** By law, you may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies. The three national credit reporting agencies have also agreed to provide free weekly online credit reports. You can obtain your free credit report by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at <https://www.annualcreditreport.com/manualRequestForm.action>. Alternatively, you may elect to purchase a copy of your credit report by contacting the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax  
1-866-349-5191  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 740241  
Atlanta, GA 30374

Experian  
1-888-397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 2002  
Allen, TX 75013

TransUnion  
1-800-888-4213  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 1000  
Chester, PA 19016

**Fraud Alerts:** By law, you have the right to place a fraud alert on your credit report if you believe you have been, or are about to become, a victim of fraud or related crime. A fraud alert is free and will stay on your credit report for one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at [www.annualcreditreport.com/protectYourIdentity.action](http://www.annualcreditreport.com/protectYourIdentity.action).

**Credit and Security Freezes:** By law, you have the right to place a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax Security Freeze  
1-888-298-0045  
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>  
P.O. Box 105788  
Atlanta, GA 30348

Experian Security Freeze  
1-888-397-3742  
<https://www.experian.com/freeze/center.html>  
P.O. Box 9554  
Allen, TX 75013

TransUnion Security Freeze  
1-888-909-8872  
<https://www.transunion.com/credit-freeze>  
P.O. Box 160  
Woodlyn, PA 19094

This notification was not delayed by law enforcement.

**Iowa Residents:** Iowa residents can contact the Office of the Attorney general to obtain information about steps to take to avoid identity theft from the Iowa Attorney General's office at: Office of the Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines IA 50319, 515-281-5164.

**Maryland Residents:** Maryland residents can contact the Office of the Attorney General to obtain information about steps you can take to avoid identity theft from the Maryland Attorney General's office at: Office of the Attorney General, 200 St. Paul Place, Baltimore, MD 21202, (888) 743-0023, <http://www.marylandattorneygeneral.gov/>.

**New Mexico Residents:** Individuals have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting [https://files.consumerfinance.gov/f/documents/bcftp\\_consumer-rights-summary\\_2018-09.pdf](https://files.consumerfinance.gov/f/documents/bcftp_consumer-rights-summary_2018-09.pdf), or by requesting information in writing from the Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

**New York State Residents:** New York residents can obtain information about preventing identity theft from the New York Attorney General's Office at: Office of the Attorney General for the State of New York, Bureau of Consumer Frauds & Protection, The Capitol, Albany, New York 12224-0341; <https://ag.ny.gov/consumer-frauds/identity-theft>; (800) 771-7755.

**North Carolina Residents:** North Carolina residents can obtain information about preventing identity theft from the North Carolina Attorney General's Office at: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001; 877-5-NO-SCAM (Toll-free within North Carolina); 919-716-6000; [www.ncdoj.gov](http://www.ncdoj.gov).

**Oregon Residents:** Oregon residents are advised to report any suspected identity theft to law enforcement, including the Federal Trade Commission and the Oregon Attorney General. Oregon residents can contact the Oregon Attorney General at 1162 Court St. NE, Salem, OR 97301-4096; 503-378-4400; <https://www.doj.state.or.us/>.

**Rhode Island Residents:** We believe that this incident affected 689 Rhode Island residents. Rhode Island residents can contact the Office of the Attorney general at: Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, (401) 274-4400, [www.riag.ri.gov](http://www.riag.ri.gov). You have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

**Vermont Residents:** If you do not have internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).