Notice of Data Security Incident

On April 28, 2020, Ashtabula County Medical Center (“ACMC”) notified potentially impacted individuals by letter about a data security incident and provided resources to assist the affected people. The letters include information about this incident and what steps that potentially impacted individuals can take to monitor and help protect their information. Because some contact information for some potentially affected individuals was no longer accurate, ACMC is providing this substitute notice for those individuals.

I did not get a letter - how do I check to see if my information was involved? Please call IDExperts at 1-800-939-4170 and provide them your name. IDExperts has a list of all of the people affected by this incident.

What Happened? On or about January 6, 2020, in compliance with a government requirement about medical cost disclosures, ACMC posted an Excel spreadsheet to its website. On March 12, 2020, ACMC discovered that the spreadsheet unintentionally included Protected Health Information (“PHI”) of a limited number of patients. Financial and identification information (such as Social Security number) was not posted and not disclosed.

Following the incident, ACMC determined which individuals’ information had been exposed. While we are unaware of any evidence indicating that anyone’s information has been misused as a result of this incident, we are providing this information to inform you of steps you can take to further protect your personal information. ACMC is also providing complementary identity theft protection for those people whose information was exposed.

What Was Involved? Based upon our investigation, the affected PHI included names, diagnoses and health and treatment history.

What Are We Doing? As soon as we discovered the incident, we took the steps described above. We have also updated our internal procedures and have implemented additional safeguards to minimize the chance that an incident like this could occur in the future. As an added precaution, we are offering you complimentary identity monitoring services through IDExperts, a leader in risk mitigation and response. These services include: twelve months of CyberScan dark web monitoring, a $1,000,000 identity theft insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDExperts will help you to resolve issues if your identity is compromised.

The deadline to enroll in these services is July 28, 2020.

What You Can Do. We encourage you to contact ID Experts with any questions and to enroll in free MyIDCare services by calling 1-800-939-4170 or going to https://app.myidcare.com/account-creation/protect; and using the Enrollment Code provided in
the box on the first page of this letter. MyIDCare experts are available Monday through Friday from 8:00 am – 8:00 pm Central Time. Please note the deadline to enroll is July 28, 2020.

Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this service offering. MyIDCare representatives can answer questions or concerns you may have regarding protection of your personal information.

**For More Information.** Call 1-800-939-4170 or go to https://app.myidcare.com/account-creation/protect for assistance or for any additional questions you may have.

We remain dedicated to protecting your personal information and apologize for any concern or inconvenience this may cause you.

Sincerely,

Ashtabula County Medical Center