

NOTICE OF DATA PRIVACY INCIDENT

ABOUT THE DATA PRIVACY INCIDENT

Covenant Care California, LLC (“Covenant Care”) is hereby providing notice of a recent data privacy incident involving information of patients residing or who have previously resided at **Gilroy Healthcare and Rehabilitation Center**, located in Gilroy, California. To date, Covenant Care has no evidence of actual or attempted misuse of such information. This notice is intended to inform affected patients of the data privacy incident and to provide information and resources that they may use to better protect against potential financial fraud or other misuse of personal information.

FREQUENTLY ASKED QUESTIONS

Q. What Happened?

On 6/15/21, Covenant Care learned that an employee of Gilroy Healthcare and Rehabilitation had experienced unusual activity within her email account occurring on 6/01/21. The employee reported it to Covenant Care's CareTech Service Desk (system administrator), which initiated an investigation. On 06/15/21, CareTech's engineers determined that an Outlook rule had been created within the mailbox, indicative of malicious activity and reported that information to Covenant Care. Immediate steps were taken to secure the account through a user credentials change and standard operating tasks for this type of activity were initiated.

Q. What Information Was Involved?

While the information present at the time of the unauthorized access varies by individual, the information present in the account may include the following for patients who received services at Gilroy Healthcare and Rehabilitation between January 2021 and May 2021: full name; date of birth; social security number; medical billing / claims information; provider(s) name; medical record number; Medicare / Medi-Cal number; diagnosis / treatment information; individual / group health insurance / subscriber number / other health insurance information; patient account number; and/or prescription / medication information.

Q. What is Covenant Care Doing to Respond?

Information privacy and security are among our highest priorities. Upon learning of this incident, we quickly took steps to secure the affected email account and initiated a thorough investigation, working with experienced forensic investigators and other third-party vendors to assist with the investigation, mitigation, notifications, and remediation activities.

Covenant Care immediately focused on identifying potentially affected patients. The information in the compromised email account was for patients who resided at Gilroy Healthcare and Rehabilitation between January 2021 and May 2021. Covenant Care identified such patients and their contact information to quickly notify them of the incident. Notices sent to potentially affected patients included information and resources that they may use to better protect against potential misuse of personal information. As an added precaution, Covenant Care is also offering potentially affected patients access to twelve (12) months of credit monitoring and identity theft restoration services at no cost. To obtain information on these services and how to enroll patients are encourage to call the toll free 1-888-505-2004 number listed below or directly contact Maria Barrios at (949) 349 – 1208. In addition to notifying affected patients, Covenant Care also notified the California Department of Public Health and will notify the Department of Health and Human Services Office of Civil Rights as required.

Gilroy Healthcare and Rehabilitation’s technical, administrative, and physical safeguards are being reviewed to identify and implement any potential enhancements to its security measures. Further, additional employee training is being conducted regarding email safety awareness, and the policies and procedure on employee training on security generally are being reviewed for potential enhancements.

Q. What Can I Do to Protect My Information?

Credit Monitoring and Identity Theft Restoration Services. Covenant Care encourages potentially affected patients to access the twelve (12) months of credit monitoring and identity theft restoration services that is being offered at no cost. Information on these services and how to enroll is available by calling the toll free 1-888-505-2004 number listed below or directly contacting Maria Barrios at (949) 349 – 1208.

Monitor Your Accounts. We encourage potentially affected individuals to remain vigilant against incidents of identity theft and fraud, to review account statements and explanation of benefits, and to monitor credit reports for suspicious activity and to detect errors. Under U.S. law adult consumers are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of a credit report.

You have the right to place a “security freeze” on a credit report, which will prohibit a consumer reporting agency from releasing information in a credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in the consumer’s name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in a credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application made regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a security freeze on a credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian
P.O. Box 9554
Allen TX 75013
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion
P.O. Box 2000
Chester, PA 19016
1-888-909-8872
www.transunion.com/credit-freeze

Equifax
PO Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
www.equifax.com/personal/credit-report-services

As an alternative to a security freeze, consumers have the right to place an initial or extended “fraud alert” on a file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If a consumer is a victim of identity theft, he or she is entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian
P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com/fraud/center.html

TransUnion
P.O. Box 2000
Chester, PA 19106
1-800-680-7289
www.transunion.com/fraud-victim-resource/place-fraud-alert

Equifax
P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008
www.equifax.com/personal/credit-report-services

Additional Information. You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect information, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement. Notice in this matter has not been delayed by law enforcement.

Q. Where Can I Go To Get More Information?

We recognize that you may have questions not addressed in this letter. Covenant Care has a dedicated assistance line for individuals seeking additional information regarding this incident. If you have questions, please call 1-888-505-2004 (toll free), Monday through Friday from 8:00 a.m. to 5:30 p.m. Pacific Time, excluding major U.S. national holidays.