

NOTICE OF DATA EVENT
UPDATED 6/24/2022

ABOUT THE DATA EVENT

Covenant Care California, LLC (“Covenant Care”) is providing notice related to a recent data incident. Covenant Care operates several nursing homes, residential care facilities, and home healthcare centers throughout California and Nevada, including Wagner Heights Nursing and Rehabilitation Center and Silver Hills Health Care Center. They also provide Rehabilitation Services through a company called AFFIRMA and Home Healthcare Services under the names Focus Health, Elevate Home Health, Choice Home Health Care, and San Diego Home Health. Covenant Care has certain personal information of patients who received services from a facility or agency operated by Covenant Care.

FREQUENTLY ASKED QUESTIONS

What Happened? On or around February 24, 2022, Covenant Care identified suspicious activity related to an employee email account. Covenant Care promptly took steps to secure the email account and to commence an investigation into the activity. Through the investigation to date, Covenant Care determined that unauthorized actor(s) gained access to certain employee email accounts at various times between February 24 and May 3, 2022. While Covenant Care’s investigation is ongoing, as part of the response to this incident, it is conducting a detailed review to determine what information was present in the relevant accounts at the time of unauthorized access and to whom those records relate. Covenant Care is notifying individuals as it identifies information, and this process is ongoing.

What Information Was Involved? The data present in the relevant email accounts varies by individual. Based on the investigation to date, Covenant Care determined that the information present in the email accounts primarily included medical information and health insurance information. For a small subset of individuals, the information may also include date of birth, Social Security number, driver’s license number, or other personal information.

What We Are Doing. Information security is one of Covenant Care’s highest priorities, and it has strict security measures in place to protect information. Covenant Care is currently reviewing technical, administrative, and physical safeguards to identify and implement any potential enhancements to its security measures, including installation of additional technical safeguards to email systems. Further, general privacy and security policies and procedures are being reviewed for potential enhancements, as well as policies and procedure specific to employee training on email security. Additional employee retraining is also being conducted regarding email safety and security awareness. Covenant Care is also notifying potentially affected individuals and providing them with information and resources to help protect their information.

What You Can Do. Covenant Care encourages individuals who are potentially affected to remain vigilant against incidents of identity theft and fraud by reviewing account statements, explanation of benefits, and monitoring free credit reports for suspicious activity and to detect errors. Please also review the information contained in the below “*Steps Individuals Can Take To Help Protect Information.*”

For More Information. We understand that individuals may have questions about this incident that are not addressed in this notice. If you have additional questions or concerns, please call our dedicated assistance line at 855-788-2390 (toll-free), which is available Monday through Friday, from 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays. Please know we take this incident very seriously and sincerely regret any inconvenience or concern it may cause you.

STEPS INDIVIDUALS CAN TAKE TO HELP PROTECT INFORMATION

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit 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 you are a victim of identity theft, you are 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 three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and 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 and your state Attorney General. This notice has not been delayed by law enforcement.