

## **Notice for UMass Memorial Medical Group Patients Regarding Former Employee Incident**

**January 30, 2015**

UMass Memorial Medical Group (UMMMG) is committed to protecting the privacy and confidentiality of its patients' information. Regrettably, this notice is about an incident involving some of that information.

On April 9, 2014, we learned that information related to some of our patients may have been accessed inappropriately and potentially for fraudulent purposes. We immediately began an investigation and reported the incident to law enforcement. We are making this announcement now, because law enforcement investigators required that we withhold notification to our patients while they conducted their investigation. On January 28, 2015, we were given permission by law enforcement to notify and we are notifying potentially affected patients as quickly as possible.

Upon further investigation of the incident, we identified an employee who may have accessed billing records outside of normal job duties from January 7, 2014 to May 7, 2014. That employee is no longer employed with UMMMG. Also, in August 2014, law enforcement advised us that they found copies of some patient billing documents in possession of an unauthorized person. The precise information potentially accessed by the former employee varies with regard to different patients, but it may have included patients' names, addresses, dates of birth, medical record numbers, and Social Security numbers. The information also may have included credit or debit card numbers used for payments to UMMMG, phone number(s), email addresses and guarantors' names, if any. We continue to work with law enforcement in their investigation.

UMMMG is committed to the security of patient information and we are taking this matter very seriously. We began sending letters to potentially affected patients on January 30, 2015, and have established a dedicated call center to assist patients with any questions. This incident did not affect all UMMMG patients, however if you believe you are potentially affected, but have not received a letter by February 21, 2015, please call 1-877-218-0049, Monday through Friday from 9:00 a.m. to 7:00 p.m. Eastern Time (closed on U.S. observed holidays). Please be prepared to provide the following ten digit reference number when calling: 5710012015.

We deeply regret this incident and any inconvenience it may cause our patients. To help prevent this type of situation from happening again, UMMMG is further strengthening its privacy and information security program, including identifying additional measures and enhancements to existing safeguards to protect patient information. UMMMG is also re-enforcing staff education regarding our policies and procedures to safeguard patient information.