

## Notice to Individuals Regarding Privacy Incident

Colorado Allergy and Asthma Centers (“CAAC”) recently learned of a breach of part of its email platform. CAAC deeply regrets this incident occurred and is providing notice to patients and to individuals who may have been affiliated with CAAC to let them know about the incident and what CAAC is doing in response.

On September 20, 2021, CAAC first discovered there was unauthorized access to an employee’s work email account by a hacker when that email account was used to send phishing emails to individuals in the employee’s electronic contact list. CAAC immediately responded by securing the email account and then subsequently took additional steps to further secure CAAC’s entire email platform. CAAC hired a national firm with forensic computer expertise to assist in investigating and determining the nature and scope of the breach incident. The forensic investigation concluded on October 21, 2021. It determined there was unauthorized access to the email account between August 31 and September 20, 2021, and that the hacker searched for emails containing the words wire, invoice, pay, and withdrawal. As a result of its findings, CAAC promptly began a detailed analysis and review of all potentially compromised emails in the user’s account to identify the names of all individuals who were potentially impacted, as well as the type of information in the emails and attachments. Although CAAC could not fully determine whether, and to what extent, the unauthorized individual(s) viewed any personal information, regrettably it is possible that some personal information may have been viewed or acquired.

Individuals impacted may have had the following types of information involved: full name, date of birth, home address, phone number, email address, limited clinical information such as dates and type of service, treatment, conditions, and certain health insurance, billing, and payment information. Social security numbers were involved for less than 1 ½ percent of involved individuals. No financial account or payment card information was involved for any patients.

In response, CAAC took immediate steps to enhance protections it had in place before this incident occurred. CAAC implemented password resets and made changes to settings and how employees gain access to their email accounts. CAAC is reinforcing security awareness through reminders to our entire workforce. Additionally, CAAC reported this incident to law enforcement for further investigation.

For individuals who may have had information involved in this incident, CAAC wants to make them aware of steps they may take to protect against any potential harm. CAAC encourages individuals to remain vigilant to the possibility of fraud and identity theft. Individuals should regularly review their financial statements, credit reports, and explanation of benefits (EOBs) from health insurers for any unauthorized activity. If individuals identify services that they did not receive or accounts, charges, or withdrawals that they did not authorize, they should contact and report to the involved company or credit-reporting agency immediately. In addition, individuals can obtain information about placing fraud alerts and security freezes from the Federal Trade Commission and the three national credit reporting agencies at the toll-free numbers, websites, or mailing addresses as follows:

Federal Trade Commission 1-877-382-4357 600 Pennsylvania Ave., NW Washington, DC 20580 <a href="http://www.ftc.gov">www.ftc.gov</a>	Equifax Fraud Reporting 1-866-349-5191 P.O. Box 105069 Atlanta, GA 30348-5069 <a href="http://www.equifax.com">www.equifax.com</a>	Experian Fraud Reporting 1-888-397-3742 P.O. Box 9554 Allen, TX 75013 <a href="http://www.experian.com">www.experian.com</a>	TransUnion Fraud Reporting 1-800-680-7289 P.O. Box 2000 Chester, PA 19022-2000 <a href="http://www.transunion.com">www.transunion.com</a>
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CAAC has arranged for individuals with information involved in this incident to be able to enroll, at no charge, in 12 months of identity theft protection services through IDX, a company with data breach and recovery services expertise. To take advantage of this service, an individual will first need to obtain and use the unique enrollment code found in the notice letter mailed on November 19, 2021, to involved individuals for whom CAAC had current mailing addresses. For individuals who did not receive a notice letter but whose information may have been involved, they must contact the toll-free number below to determine if their information was involved, and if it was, they will be provided a free IDX enrollment code. Please note the deadline to enroll in the identity theft protection services is **February 19, 2022**.

CAAC has partnered with IDX to set up a call center to help answer questions and provide additional information to individuals whose information may have been involved. Individuals who have questions, including whether their personal information was involved, should call this toll-free number, **1-800-939-4170**, Monday through Friday between 7 am - 7 pm Mountain Time (closed on holidays). The IDX call center can provide additional information and answers to many questions for individuals whose personal information was potentially involved in this incident.

### **Recommended Steps to Help Protect Your Information**

**1. Telephone.** Contact IDX at 1-800-939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

**2. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify IDX immediately by calling or by logging into the IDX website and filing a request for help. If you have enrolled and file a request for help or report suspicious activity, you will be contacted by a member of the IDX ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft because of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop, and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**3. Place Fraud Alerts** with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

#### **Credit Bureaus**

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069  
[www.equifax.com](http://www.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

**Please Note: No one is allowed to place a fraud alert on your credit report except you.**

**4. Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place

the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

**5. You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

**California Residents:** Visit the California Office of Privacy Protection ([www.oag.ca.gov/privacy](http://www.oag.ca.gov/privacy)) for additional information on protection against identity theft.

**Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), Telephone: 1-502-696-5300.

**Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, [www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer), Telephone: 1-888-743-0023.

**New Mexico Residents:** You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

**New York Residents:** the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

**North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), Telephone: 1-919-716-6400.

**Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, [www.doj.state.or.us/](http://www.doj.state.or.us/), Telephone: 877-877-9392

**Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), Telephone: 401-274-4400

**All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

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