



We are posting this letter to you as part of Blue Springs Family Care's commitment to patient privacy. We take patient privacy very seriously, and it is important to us that you are made fully aware of a potential privacy issue.

We have learned that your personal information, including your full name, home address, date of birth, Social Security number, account number, driver's license number, medical diagnoses, and disability codes may have been compromised.

On May 12, 2018, Blue Springs Family Care's computer vendor determined that the clinic's system had suffered a ransomware attack. The computer vendor and a separate forensic computer vendor hired on that same day began the investigation and recovery process. The investigation found indications that unauthorized persons had compromised the Blue Springs computer system and loaded a variety of malware programs, including the encryption program responsible for the ransomware attack. The investigation concluded the unauthorized persons would have had the ability to access all of the Blue Springs computer systems. At this time, we have not received any indication that the information has been used by an unauthorized individual.

In response to this incident, we have taken steps to strengthen our defenses against similar incidents in the future. Immediately after discovery of the incident, we engaged a forensic information technology company to assist with quarantining the affected systems and to install software to monitor whether any unauthorized person was accessing the system. We also deployed new technology to prevent future intrusions, including a new firewall. Most recently, we are transitioning to a new electronic health record provider that will provide encryption of all protected health information.

Despite the steps we have taken within the clinic, we also advise you to take the following steps immediately:

- **Call the toll-free numbers of any of the three major credit bureaus (listed below) to place a fraud alert on your credit report.** This can help prevent an identity thief from opening additional accounts in your name. As soon as the credit bureau confirms your fraud alert, the other two credit bureaus will automatically be notified to place alerts on your credit report.



Equifax

(800) 685-1111

www.equifax.com

P.O. Box 740241

Atlanta, GA 30374

Experian

(888) 397-3742

www.experian.com

P.O. Box 4500

Allen, TX 75013

TransUnion

(800) 888-4213

www.transunion.com

TransUnion LLC

P.O. Box 1000

Chester, PA 19016

- **Order your credit reports.** By establishing a fraud alert, you will receive a follow-up letter that will explain how you can receive a free copy of your credit report. When you receive your credit report, examine it closely and look for signs of fraud, such as credit accounts that are not yours.
- **Continue to monitor your credit reports.** Even though a fraud alert has been placed on your account, you should continue to monitor your credit reports to ensure an imposter has not opened an account with your personal information.

We are keenly aware of how important your personal information is to you, and we understand that this situation may pose an inconvenience to you. We sincerely apologize and regret that this situation has occurred. Blue Springs Family Care is committed to providing quality care, including protecting your personal information, and we want to assure you that we have policies and procedures to protect your privacy. If you have any questions, please call (866) 973-6943 or visit our website at <http://www.bluespringsfamilycare.org/>.

Sincerely,

Melanie Peterson,
Privacy Officer



If you were affected by the breach you may reach out to your local state officials by using the information provided below for more information.

Alabama

Office of the Attorney General
State of Alabama
501 Washington Ave.
Montgomery, AL 36104
Phone: 1(800) 3925658

Arkansas

Arkansas Attorney General
323 Center Street, Suite 200
Little Rock, AR 72201
Phone: (501) 682-2007
Email: OAG@ARKANSASAG.GOV

Arizona

Arizona Attorney General
2005 N Central Ave.
Phoenix, AZ 85004
Phone: 1(602) 542-5025

California

Attorney General's Office
California Department of Justice
Attn: Public Inquiry Unit
P.O. Box 944255
Sacramento, CA 94244
Phone: 1(916)210-6278

Colorado

Office of the Attorney General
Colorado Department of Law
Ralph L. Carr Judicial Building
1200 Broadway, 7th Floor
Denver, CO 80203
Phone: 1(800) 222-4444

Connecticut

Connecticut Attorney General's Office
55 Elm Street,
Hartford, CT



District of Columbia

Office of the Attorney General for
the District of Columbia
441 4th Street, NW
Washington, DC 20001
Phone: 1 (202) 727-3400
Email: oag@dc.gov

Delaware

Delaware Department of Justice
Carvel State Building
820 N. French St.
Wilmington, DE 19801
Phone: 1(302) 577-8400
Email: attorney.general@state.de.us

Florida

Florida Attorney General
State of Florida
The Capitol PL-01
Tallahassee, FL 32399
Phone: 1(850) 414-3300

Georgia

Georgia Attorney General
40 Capital Square, SW
Atlanta, GA 30334
Phone: 1(404) 656-3300

Hawaii

Department of Commerce and Consumer Protections
Leiopapa A Kamehameha Building aka State Office Tower
235 South Beretania Street
Honolulu, Hawaii 96813
Email: ocp@dcca.hawaii.gov

Iowa

Consumer Protection Division
Security Breach Notifications
Office of the Attorney General of Iowa
1305 E. Walnut Street
Des Moines, IA 50319
Phone: 1(515) 281-6771
Email: consumer@ag.iowa.gov



Idaho

State of Idaho
Office of the Attorney General
700 W. Jefferson Street, Suite 210
P.O. Box 83720
Boise, ID 83720
Phone: 1(208) 334-2400

Illinois

Illinois Attorney General
100 West Randolph Street
Chicago, IL 60601
Phone: 1(312) 814-3000

Indiana

Identity Theft Unit – Data Breach
Attorney General of Indiana
Indiana Government Center South, 5th Floor
302 West Washington Street
Indianapolis, IN 46204
Phone: 1(317) 232-6201

Kansas

Kansas Attorney General Derek Schmidt
120 SW 10th Ave., 2nd Floor
Topeka, KS 66612
Phone: 1(785) 296-2215

Kentucky

Office of Consumer Protection
1024 Capital Center Drive, Suite 200
Frankfort, KY 40601
Phone: 1 (855) 813-6508

Louisiana

Consumer Protection Section
1885 North Third Street
Baton Rouge, LA 70804
Phone: 1(225) 326-6465
Consumerinfo@ag.louisiana.gov



Massachusetts

Massachusetts Office of the Attorney General
Consumer Protection Division
Attn: Data Breach
One Ashburton Place
Boston, MA 02108
Phone: 1 (617) 727-2200

Maryland

Maryland Attorney General
200 St. Paul Place
Baltimore, MD 21202
Phone: 1 (888) 743-0023

Michigan

Michigan Attorney General
G Mennen Williams Building
525 W. Ottawa Street
PO Box 30212
Lansing, MI 48909
Phone: 1(517) 373-1110
Email: miag@mi.gov

Minnesota

Minnesota Attorney General
445 Minnesota Street, Suite 1400
St. Paul, MN 55101
Phone: 1 (800) 657-3787

Missouri

Missouri Attorney General's Office
Supreme Court Building
207 W. High St.
P.O. Box 899
Jefferson City, MO 65102
Phone: 1(573) 751-3321

Mississippi

Mississippi Attorney General's Office
Walter Sillers Building
550 High Street, Suite 1200
Jackson, MS 39201
Phone: 1(601) 359-3680



North Carolina

North Carolina Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699
Phone: 1(916) 716-6400

North Dakota

North Dakota Attorney General's Office
Consumer Protection
600 E. Boulevard Ave., Dept. 125
Bismarck, ND 58505
Phone: 1(800)472-2600

Nebraska

Nebraska Attorney General
2115 State Capitol
Lincoln, NE 68509
Email: ago.consumer@nebraska.gov
Phone: 1(800) 727-6432

New Hampshire

New Hampshire Department of Justice
33 Capital Street
Concord, NH 03301
Phone: 1(603) 271-3658

New Jersey

New Jersey Cybersecurity & Communications Integration Cell
2 Schwarzkopf Dr.
Ewing Township, NJ 08628
Phone: 1(609) 963-6900
Email: njccic@cyber.nj.gov

New Mexico

New Mexico Attorney General's Office
408 Gallisteo Street
Villagra Building
Santa Fe, NM 87501
Phone: 1 (844) 255-9210

Nevada

Nevada Attorney General's Office
100 North Carson Street
Carson City, NV 89701
Phone: 1(775) 684-1100



New York

New York State Department of State
Division of Consumer Protection
Attention: Director of the Division of Consumer Protection
Security Breach Notification
99 Washington Avenue, Suite 650
Albany, NY 12231
Email: security_breach_notification@dos.ny.gov

Ohio

Ohio Attorney General Mike DeWine
30 E. Broad St., 14th Floor
Columbus, OH 43215
Phone: 1(800) 282-0515

Oklahoma

Oklahoma Office of the Oklahoma Attorney General
313 NE 21st Street
Oklahoma City, OK 73105
Phone: 1(405) 521-3921
Email: questions@oag.ok.gov

Oregon

Oregon Attorney General's Office
Oregon Department of Justice
1162 Court St. NE
Salem, OR 97301
Phone: 1(877) 877-9392
Email: help@oregonconsumer.gov

Pennsylvania

Pennsylvania Office of Attorney General
Strawberry Square
Harrisburg, PA 17120
Phone: 1(717) 787-3391

South Carolina

South Carolina Attorney General's Office
Rembert Dennis Building
1000 Assembly Street, Room 519
Columbia, SC 29201
Phone: 1(803) 734-3970



South Dakota

Division of Consumer Protection

1302 E Hwy 14, Suite 3

Pierre, SD 57501

Phone: 1(605) 773-4400

Email: consumerhelp@state.sd.us

Tennessee

Office of the Attorney General and Reporter

P.O. Box 20207

Nashville, TN 37202

Phone: 1(615) 741-3491

Texas

Office of the Attorney General

300 W. 15th Street

Austin, TX 78701

Phone: 1(800) 621-0508

Utah

State of Utah

Office of the Attorney General

Phone: 1(800) 244-4636

Email: uag@utah.gov

Virginia

Computer Crime Section

Virginia Attorney General's Office

202 North 9th Street

Richmond, VA 23219

Phone: 1(804) 786-2071

Vermont

Vermont Attorney General's Office

109 State St.

Montpelier, VT 05609

Phone: 1(802) 828-3171

Washington

Washington Attorney General's Office

1125 Washington Street SW

PO Box 40100

Olympia, WA 98504

Phone: 1(360) 753-6200



Wisconsin

Wisconsin Attorney General's Office
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708
Phone: 1(608)224-5012

West Virginia

West Virginia Attorney General's Office
Consumer Protection & Anti-Trust Division
PO Box 1789
Charleston, WV 25326
Phone: 1(304) 558-8986
Email: consumer@wvago.gov

Wyoming

Wyoming Attorney General's Office
Consumer Protection Unit
2320 Capitol Avenue
Cheyenne, WY 82002
Phone: 1(307) 777-8962
Email: ag.consumer@wyo.gov