

A Notice to Our Patients Regarding a Privacy Incident

Cambridge Health Alliance values the privacy and confidentiality of our patients' information. Regrettably, this notice is regarding an incident that may involve some of that information.

On January 31, 2018, the Everett, Massachusetts Police Department informed us that patient information had been compromised and that some electronic files had been found in the possession of an unauthorized third party. We immediately began our own investigation and determined that at least one of these files contained healthcare billing information from 2013, which may have included patients' full names, addresses, phone numbers, dates of birth, Social Security numbers, charges for past healthcare services and discharge dates. No medical records were included in this incident.

This incident does not involve all of our patients, but only certain patients that were treated at Cambridge Health Alliance in 2013.

Based on our conversations with the Everett Police Department, at this time, we have no reason to believe that any information has been subject to credit card fraud. We mailed letters to affected individuals on March 28, 2018, and established a dedicated call center to answer questions affected individuals may have. We are also offering one year of free credit monitoring and identity protection services to affected individuals whose Social Security number was involved. If you believe you are affected and have not received a letter by April 21, 2018, please call 1-833-219-9083, Monday through Friday, between 9:00am and 6:00pm Eastern Time.

We deeply regret any inconvenience or concern this incident may cause our patients. We know that our patients' personal information is important to them as it is to us. We continue to monitor the security of patients' health information to help prevent this from happening in the future.