



**SAN FRANCISCO HEALTH NETWORK**



Date:

[Full Name]  
[Street Address]  
[City, State, ZIP]

Dear [Name]

This letter contains important information. If you cannot read the enclosed letter, please call 1-866-486-4809 for translation assistance in Spanish.  
This letter contains important information. If you cannot read the enclosed letter, please call 1-866-486-4809 for translation assistance in Chinese.  
This letter contains important information. If you cannot read the enclosed letter, please call 1-866-486-4809 for translation assistance in Vietnamese.  
This letter contains important information. If you cannot read the enclosed letter, please call 1-866-486-4809 for translation assistance in Russian.  
This letter contains important information. If you cannot read the enclosed letter, please call 1-866-486-4809 for translation assistance in Arabic.  
This letter contains important information. If you cannot read the enclosed letter, please call 1-866-486-4809 for translation assistance in Tagalog.

I am sending this letter to you as part of the San Francisco Department of Public Health’s (SFDPH) commitment to your privacy. SFDPH takes the privacy of our clients very seriously and it is important that you are made fully aware of a recent potential privacy issue. The San Francisco Department of Public Health has a contract with a billing vendor named Sutherland Healthcare Solutions. On February 5, 2014, Sutherland’s office located in Torrance California was burglarized and desk top computers were stolen. The police were immediately notified and investigation is ongoing.

On March 11, 2014, SFDPH was notified that information regarding some of our patients was on these computers. This information includes names, date of birth, social security numbers, date and location of services and names of insurance companies or payers.

While there is no evidence that there has been any attempted access or attempted use of the information on these computers, we are responding with the highest level of caution and concern. As a precautionary measure, we want you to be alerted to signs of possible misuse of your personal information or identity. To assist you we are offering you credit monitoring services for one (1) year through ID Experts®. We encourage you to contact ID Experts with any questions and to enroll in the service by calling 1-866-486-4809 Monday-Friday 6am-6pm Pacific Time or by going to the website [www.myidcare.com/idexpertshealthcareprotection](http://www.myidcare.com/idexpertshealthcareprotection). The enclosed document outlines steps for enrollment. Please use the Access Code below. The deadline to enroll is July 31, 2014.

Your Access Code: [ID Expert will insert]

In addition, you may also wish to take the following steps to ensure the protection of your personal information:

1. By placing a free fraud alert on your credit file or order a free credit report. Simply call any one of the three credit reporting agencies listed below.

- Experian (888) 397-3742 <http://www.experian.com>
  - TransUnion (800) 680-7289 <http://www.transunion.com>
  - Equifax (800) 525-6285 <http://www.equifax.com>
2. If you find any suspicious activity on your credit reports, call your local police or sheriff's office.
  3. Closely monitor any "Explanation of Benefits" sent by your health insurer. If there are payments you do not recognize, follow up with your insurer or provider.

Please note that the SFDPH will not contact you again to confirm any of your personal information, so if an unknown person should contact you, do not provide any details.

The San Francisco Department of Public Health is committed to maintaining the privacy of our patients and takes possible breaches to privacy very seriously. In response to this incident, Sutherland informed us of the many steps they are taking to improve security and we will follow up to make sure that has happened.

We deeply regret any inconvenience this incident may present to you. Should you have any questions about this matter, please contact 1-866-486-4809.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Roland Pickens', written in a cursive style.

Roland Pickens, MHA, FACHE  
Director, San Francisco Health Network

## Recommended Steps to help Protect your Information

**Please Note: Minors, under the age of 18, should not have a credit history established and are under the age to secure credit. Therefore credit monitoring may not be applicable at this time. All other services provided in the membership will apply. No one is allowed to place a fraud alert on your credit report except you, please follow the instructions below to place the alert.**

**1. Website.** Go to [www.myidcare.com/idexpertshealthcareprotection](http://www.myidcare.com/idexpertshealthcareprotection) and follow the instructions for enrollment. Once you have completed your enrollment, you will receive a welcome letter by email (or by mail if you do not provide an email address when you sign up). The welcome letter will direct you to the exclusive ID Experts' Member Website where you will find other valuable educational information.

**2. Activate the credit monitoring** provided as part of your membership with ID Experts. Credit monitoring is included in the membership, but you must personally activate it for it to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, ID Experts will assist you.

**3. Telephone.** Contact ID Experts at 1-866-486-4809 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

**4. 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 with ID Experts, notify them immediately by calling or by visiting their Member website and filing a theft report.

If you file a theft report with ID Experts, you will be contacted by a member of the Recovery Department who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Experts Recovery Advocate 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 in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of 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.

**5. 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 in writing 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. The cost of placing the freeze varies by the state you live in and for each credit reporting agency. However, if you are a victim of identity theft and have

filed a report with your local law enforcement agency or submitted an ID Theft Complaint Form with the Federal Trade Commission, there may be no charge to place the freeze.

**6. You can obtain additional information** about the steps you can take to avoid identity theft from the following:

**For California Residents:**

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

**For 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

**For North Carolina Residents:**

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

**For all other 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)  
TDD: 1-202-326-2502

The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.