Frequently Asked Questions (FAQ): Email Phishing Incident

New York Oncology Hematology (NYOH) is committed to protecting the security and confidentiality of our patient and employee information. Regrettably, this notice concerns an email phishing incident that may have involved some of that information.

"Phishing" is the act of sending an e-mail, falsely claiming to be an established legitimate business or personal contact, in an attempt to deceive the unsuspecting recipient.

WHAT HAPPENED?

NYOH determined an unauthorized user may have gained access to several employee email accounts through a series of targeted phishing emails earlier this year. Once the phishing intrusion was identified, NYOH's information technology (IT) vendor stopped the attacks by resetting passwords to affected email accounts to immediately terminate access.

Based on the results of our forensic investigation, the phishing emails sent were sophisticated in that they appeared as a legitimate email login page, which convinced NYOH personnel to enter their user names and passwords. These credentials were then harvested and used by the attackers to gain access to the email accounts, which were typically only accessible for a short period of hours before access was terminated by our IT vendor.

While we are not aware of any actual access to or attempted misuse of protected health information or employee personal information related to this incident, we are proactively notifying NYOH patients, staff, and employees about the phishing intrusion.

WHEN DID THIS INCIDENT HAPPEN?

On April 20, 2018, a phishing incident occurred through which an unauthorized user gained access to 14 employee email accounts – typically only for a few hours at most. A second incident occurred between April 21, 2018 and April 27, 2018, when one additional email account became accessible. Immediately upon discovery of the incidents, NYOH's IT vendor, took steps to reset passwords, shutting down access to these accounts.

NYOH was subsequently notified of the suspected unauthorized access by its IT vendor. NYOH initiated its incident response protocol to determine the scope and severity of the phishing attacks. NYOH hired an outside forensic firm to conduct a review of the content of the accounts.

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WHAT INFORMATION WAS INVOLVED?

On October 1, 2018, following a thorough analysis of the email accounts affected, the forensic firm that NYOH contracted to assess the impact, determined that protected health information and other personal information of patients and employees were contained in some of the email accounts that were phished.

The following information may have been contained in the affected email accounts: names, dates of birth, home addresses, email addresses, insurance information, medical information such as test results, diagnostic codes, account numbers, and service dates. In very limited circumstances, the accounts also contained patient and employee Social Security and driver's license numbers.

However, we have no evidence that the intruder actually accessed or misused any of this information.

HOW MANY PATIENTS AND EMPLOYEES ARE INVOLVED?

While we are not aware of any actual access to or attempted misuse of patient or employee information related to this incident, NYOH is notifying all NYOH patients, staff, and employees out of an abundance of caution.

WHAT IS NYOH DOING TO ADDRESS THIS SITUATION?

NYOH is taking precautionary steps to ensure patient safety, privacy, and peace of mind. We want to ensure the protection of all of our patients and personnel. Accordingly, we are offering you 12 months (or longer as required by law) of free identity theft and credit monitoring services through Experian, including Experian's Identity Restoration assistance and IdentityWorks℠.

NYOH has taken additional steps to remediate and enhance the security of our email systems. These include active monitoring of the affected systems, regular password resets, and implementing additional employee security training and email protocols. Finally, we requested help from and are cooperating with federal law enforcement to investigate the phishing attacks.

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HOW DO I KNOW IF I'M INVOLVED?

On November 16, 2018, letters were sent to NYOH patients, staff, and employees at their last known home address. ***Please note, patients, staff, and employees who joined NYOH after April 27, 2018, are not involved.***

We are not aware of any actual or attempted misuse of patient or employee information. If you received a notification letter and have questions, or if you did not receive a letter and wish to determine if you may be involved, please call our toll-free help line at 1-877-753-3334.

Our help line is staffed by professionals who are familiar with this incident and can advise you on what to do to protect against misuse of your information. The help line is available Monday through Friday, 9am ET to 9pm ET, Saturday and Sunday, 11am ET to 8pm ET.

WHAT SHOULD I DO?

We value your privacy and want to ensure its protection. As a precaution, we are offering 12 months (or longer, as required by law) of Experian's credit monitoring at no cost to you.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 1-877-753-3334.

If, after discussing your situation with an agent, it is determined that identity restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred.

This may include, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition. **You must activate these services by February 28, 2019 to be eligible.**

HOW CAN I PROTECT MY INFORMATION?

We are providing Experian's Identity Restoration assistance to any potentially affected individuals, including current and former patients and NYOH employees. You can also activate fraud detection tools available through Experian IdentityWorks℠ as a complimentary one-year (or longer, as required by law) membership.

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This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information please follow the steps below:

- Enroll at the Experian IdentityWorks website: https://www.experianidworks.com/3bcredit
- Provide your **engagement number and unique activation code** (found in your letter)
- Ensure that you **enroll by February 28, 2019** (your code will not work after this date)

If you have questions about the product, need assistance with identity restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-753-3334 by February 28, 2019. ***Please be prepared to provide the engagement number in your letter as proof of eligibility for the identity restoration services by Experian.***

Note, a credit card is **not** required for enrollment in Experian IdentityWorks. You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.
- **Credit Monitoring:** Actively monitors Experian, Equifax and TransUnion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™**: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to $1 Million Identity Theft Insurance:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 1-877-753-3334.

If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close

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accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

WILL I BECOME A VICTIM OF IDENTITY THEFT AS A RESULT OF THIS INCIDENT?

NYOH is not aware of any reports of identity fraud, identity theft, or improper use of information as a result of this incident. However, we take the protection of the privacy and security of your information seriously. That is why we are making you aware of the situation, so you can take precautionary measures to protect your information and access services, if you need them.

WHAT ADDITIONAL STEPS CAN I TAKE TO PROTECT MY INFORMATION?

There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information.

- **Call the toll-free numbers of any of the three major credit bureaus (below) to place a fraud alert on your credit report**. This can help prevent an identity thief from opening accounts in your name. You only need to contact one of the credit bureaus. As soon as that credit bureau confirms your fraud alert, the other two credit bureaus will automatically be notified to place alerts on your credit report, and all three reports will be sent to you free of charge.
    - **Equifax:** 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241.
    - **Experian:** 1-888-EXPERIAN (1-888-397-3742); www.experian.com; P.O. Box 9532, Allen, TX 75013.
    - **TransUnion:** 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790.
- **Monitor your credit reports and other accounts**. Even though you are being provided credit monitoring services, you should continue to monitor your credit reports to ensure an imposter has not opened an account with your personal information. You also should closely monitor your financial and other account statements, and if you notice any unauthorized activity, promptly contact the creditor.

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- **Contact law enforcement if you find suspicious activity**. If you find suspicious activity on your credit reports or other account information, contact your state attorney general's office or local police department and file a report of identity theft. Keep copies of such reports for your records, as you may need to give them to creditors.
- **Other resources**. For more information about steps you can take to avoid identity theft, you may contact the Federal Trade Commission, by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington DC, 20580, via the Internet at www.ftc.gov/idtheft or by phone at 1-877-ID-THEFT (1-877-438-4338).

HOW DO I ENROLL IN FREE CREDIT MONITORING AND IDENTIFY PROTECTION SERVICES?

Specific enrollment instructions for eligible individuals can be found in the notification letter received in the mail, utilizing the unique Activation Code included in the letter.

Call Experian at 1-877-753-3334 to activate your account. A credit card is *not* required to enroll. ***Please note: the deadline to enroll is February 28, 2019.***

WHAT IF I DID NOT RECEIVE A LETTER, BUT AM A CURRENT OR FORMER PATIENT OR EMPLOYEE AT NYOH?

Please contact Experian at **1-877-753-3334** to activate your account. Please note that patients and employees who joined NYOH after April 27, 2018, are not involved.

We deeply regret any inconvenience or concern this incident may cause our patients and employees. We are taking precautionary steps to ensure your safety, privacy and peace of mind. To help prevent something like this from happening again, NYOH will continue to look for ways to enhance our systems, training and controls against these threats.

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