



Mid America Health, Inc.

1499 Windhorst Way • Suite 100 • Greenwood, IN 46143 • 317-972-7889 • 888-309-8239

February 18, 2013

Maryland Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

Dear Administrator,

On December 20, 2012, Mid America Professional Group, PC ("MAPG"), who is the service management company for PrevMed, Inc., discovered a breach that may result in the compromise of protected health information for 18 Maryland residents. The compromised information may include the name of the secured nursing facility where the affected individuals reside, as well as the individuals' names, social security numbers, dates of birth, medical and dental evaluation information, and medical and dental providers' names and license numbers.

The incident occurred on December 20, 2012 in Baltimore, Maryland when a thief broke into the vehicle of one of MAPG's dental assistants while she was attending to patients in a skilled nursing facility. The thief stole a paper file, which contained the patients' information, from the back seat of the vehicle. The compromised information may include the name of the secured nursing facility where the affected individuals reside, as well as the individuals' names, social security numbers, dates of birth, medical and dental evaluation information, and medical and dental providers' names and license numbers. The theft was reported to the local police department. At this time, no suspects have been identified and none of the stolen property has been recovered. Please be advised that only 3 of the 18 residents' social security numbers were stolen, but MAPG is unable to identify which 3 residents were affected.

We believe the risk of harm to the residents related to this incident is low. The file was in a large tote bag that contained other items and it is very likely that these other items, and not the file, were the target of the thief. The thief probably had no interest in the contents of the file.

In order to comply with our obligations as a covered entity under Federal law and the requirements outlined under Maryland law, MAPG will be making notifications to the following:

1. Secretary of the US Department of Health & Human Services;
2. All individuals potentially affected (18) or their personal representatives; and
3. The skilled nursing facility where the affected individuals reside.

A copy of the notice being sent to the affected individuals is attached to this message.

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To help safeguard all affected individuals from the misuse of any personal information, MAPG is offering individuals an opportunity to enroll in a credit monitoring service at no cost. Individuals will be able to accept this offer for up to 90 days from the date of the notification letter. The credit monitoring will be good for 12 months from the date of enrollment. In order to assist individuals and their representatives with taking the necessary steps to protect themselves against identity theft, we have also established a dedicated hotline where MAPG's Privacy Officer can be reached directly. All questions regarding the breach, concerns about next steps, and requests to enroll in the credit monitoring service can be made by contacting:

Marci D. Guevara
Mid America Professional Group, PC
Corporate Counsel & Compliance
1499 Windhorst Way, Suite 100
Greenwood, IN 46143
Phone: 1-855-224-0004
Email: mguevara@mahweb.com

We take the protection of personal information seriously and are taking many steps to prevent any similar occurrences in the future. Of the many options we are reviewing to improve on the privacy and security of protected information, we have already begun making adjustments in the following areas:

1. Providing updated training for ALL workforce members on all privacy laws and company privacy policies and procedures; and
2. Reviewing and adjusting operational procedures to improve security and maintain privacy.

Should you have any additional questions regarding this matter, please feel free to contact the undersigned.

Sincerely,



Marci D. Guevara
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Greenwood, IN 46143
Phone: 1-855-224-0004
Email: mguevara@mahweb.com

February 18, 2013

[SAMPLE]

RE: [SAMPLE]
Good Samaritan Nursing Center

Dear [SAMPLE],

As Cesare Tapino, administrator at Good Samaritan Nursing Center, informed you earlier this month, we are writing to inform you of an incident that may have compromised the personal information of above-referenced patient (the "patient"). The potentially compromised information may include the patient's name, social security number, date of birth, residential facility's name, medical and dental evaluation information, and medical and dental providers' names and license numbers.

The incident occurred on December 20, 2012 in Baltimore, Maryland when a thief broke into the vehicle of one of MAPG's dental assistants while she was attending to patients in a skilled nursing facility. The thief stole a paper file, which contained the patient's personal information, from the back seat of the vehicle. The theft was reported to the local police department. At this time, no suspects have been identified and none of the stolen property has been recovered.

We believe the risk of harm to the patient related to this incident is low. The file was in a large tote bag that contained other items and it is very likely that these other items, and not the file, were the target of the thief. The thief probably had no interest in the contents of the file.

Despite our belief that the risk of harm is low, we have taken steps to reduce the likelihood of harm to the patient due to this incident.

1. To help safeguard the patient from misuse of his/her personal information, we are offering you an opportunity to enroll in a credit monitoring service for the patient at no cost to you. To take advantage of this offer, you may contact MAPG at 1-855-224-0004, Monday through Friday from 8:00 a.m. to 5:00 p.m.
2. We have attached a description of further steps you may take on your own to minimize the risks of identity theft or fraud as a result of this incident.

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In addition, we are taking steps to prevent any similar occurrences in the future. Of the many options we are reviewing to improve the privacy and security of personal information, we have already begun making adjustments, including:

1. Ensuring that ALL workforce members are properly trained on all privacy laws and company privacy policies and procedures; and
2. Reviewing and adjusting operational procedures to improve security and maintain privacy.

MAPG sincerely apologizes for the inconvenience and concern this incident causes you. The privacy of the patient's personal information is very important to us and we will continue to do everything we can to correct this situation and improve our operational protections for the patient and others in the future.

If you have further questions or concerns about this incident, please contact Marci Guevara at 1-855-224-0004.

Sincerely,

Marci D. Guevara
Corporate Counsel & Compliance
Mid America Professional Group, PC
1499 Windhorst Way, Suite 100
Greenwood, IN 46143
Phone: 1-855-224-0004
Email: mguevara@mahweb.com

INFORMATION ABOUT IDENTITY THEFT PREVENTION

1. Obtain Copies of Your Credit Reports

Even if you do not feel the need to enroll in the credit monitoring service being offered to you, we recommend that you regularly review statements from your personal accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com by calling toll-free 1-877-322-8228 or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to:

Annual Credit Report Request Service
P.O. Box 105281
Atlanta, GA 30348-5281

You may also purchase a copy of your credit report by contacting one of the three national credit reporting companies listed below.

<u>Equifax</u>	<u>Experian</u>	<u>TransUnion</u>
P.O. Box 740241	P.O. Box 9595	P.O. Box 1000
Atlanta, GA 30374-0241	Allen, TX 75013-9595	Chester, PA 19022
1-800-685-1111	1-888-397-3742	1-800-888-4213
www.equifax.com	www.experian.com	www.transunion.com

2. Carefully Review Your Credit Reports Regularly and Report Suspicious Activity

It is recommended that you carefully review your accounts and credit reports regularly. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as a home address or Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

In addition, promptly report any suspicious activity or suspected identity theft to:

Marci D. Guevara
Mid America Health, Inc.
General Counsel & Compliance
1499 Windhorst Way, Suite 100
Greenwood, IN 46143
Phone: 1-855-224-0004
Email: mguevara@mahweb.com

and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission.

3. Review Your Medical Statements

We recommend that you regularly review the explanation of benefits statements that you receive from PrevMed, Senior Dental Insurance Solutions and/or Medicaid. If you see any service that you believe the patient did not receive, please contact the appropriate company at the number on the statement or MAH immediately. If you do not receive regular explanation of benefits statements, contact the patient's provider or plan and request that it send such statements following the provision of services to the patient.

We also recommend, when you review your credit reports, that you check for any medical bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the phone number on the report. You may want to request a copy of the patient's medical records from his/her provider or plan to serve as a baseline.

4. Consider Placing a Fraud Alert on Your Credit Reports

There are two types of fraud alerts that you can (but are not required to) place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed above.

5. Consider Placing a Credit Freeze on your Credit File

You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and/or removing a credit freeze also vary by state, but are generally \$5 to \$20 per action at each credit reporting company. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.* Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information.

Equifax

P.O. Box 740241
Atlanta, GA 30374-0241
1-800-685-1111
www.equifax.com

Experian

P.O. Box 9595
Allen, TX 75013-9595
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19022
1-800-888-4213
www.transunion.com

6. Contact the Federal Trade Commission or the Maryland Office of the Attorney General for More Information

You may contact the Federal Trade Commission or the Maryland Office of the Attorney General to find out more information about preventing identity theft.

Federal Trade Commission

Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft

**Maryland Office of the
Attorney General**

Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us