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Menu

## Data Security Incident

### RMIA Notifies Individuals of Possible Data Security Incident

WOODBURY, MINNESOTA – February 1, 2019 – Reproductive Medicine and Infertility Associates, P.A. (“RMIA”) has become aware of a potential data security incident that may have resulted in the unauthorized access to personal information, including names, limited health information and, for donors only, Social Security number. Although at this time, there is no evidence of any attempted or actual misuse of anyone’s information as a result of this incident, we have taken steps to notify all potentially impacted individuals and to provide resources to assist them.

On December 5, 2018, we discovered that we had been the target of a criminal malware attack. We engaged independent computer forensics experts, which removed the malware, to determine how the incident occurred and if information had been accessed by the attacker. Although the investigation did not identify any evidence of access to anyone’s personal information, we unfortunately could not completely rule out the possibility that patients’ personal information, including name, address, date of birth, health insurance information, limited treatment information and, for donors only, Social Security number, may have been accessible.

We take the privacy and security of all information in our control very seriously, and we want to assure you that we are taking steps to prevent a similar event from occurring in the future.

These steps include the addition of an additional firewall, requiring changes to user credentials/passwords, implementing dual-factor authentication, and providing additional staff training regarding information security.

We mailed letters to individuals potentially impacted by this event, which include information about the incident and steps potentially impacted individuals can take to monitor and protect their personal information. We have established a toll-free call center to answer questions about the incident and related concerns. The call center is available Monday through Friday from 8:00 a.m. to 5:30 p.m., Central Time, and can be reached at 1-877-536-9731. In addition, out of an abundance of caution, we are offering complimentary identity monitoring services through Kroll to potentially impacted individuals at no cost to them.

The privacy and protection of personal information is a top priority, and we sincerely regret any inconvenience or concern this incident may cause.

*The following information is provided to help individuals wanting more information on steps they can take to protect themselves:*

### **How do I obtain a copy of my credit report?**

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228.

Contact information for the three nationwide credit reporting agencies is included in the e-mail and letter, and is also listed at the bottom of this page.

### **How do I put a fraud alert on my account?**

You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors to possible fraudulent activity within your report and requests that your creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution

or credit provider. Contact information for the three nationwide credit reporting agencies is included in the letter and is also listed at the bottom of this page.

**Contact information for the three nationwide credit reporting agencies is as follows:**

Equifax Security Freeze

PO Box 105788

Atlanta, GA 30348

1-800-685-1111

[www.equifax.com](http://www.equifax.com)

Experian Security Freeze

PO Box 9554

Allen, TX 75013

1-888-397-3742

[www.experian.com](http://www.experian.com)

TransUnion (FVAD)

PO Box 2000

Chester, PA 19022

1-800-888-4213

[www.transunion.com](http://www.transunion.com)

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Our mission is to provide to our patients, those resources which will ensure the highest probability of success in achieving pregnancy. While accomplishing this goal through education and current technology, RMIA recognizes the importance of providing, at all times, an environment of compassion, mutual respect and accessibility to its patients.



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