



## Public Notification and Open Letter to the Community

Med Center Health is committed to protecting the security and confidentiality of our patients' information. Despite our efforts, we have recently uncovered evidence indicating that a former employee misused billing information, without authorization for purposes unrelated to work. The evidence we have gathered to date suggests that the former employee intended to use these records to assist in the development of a computer-based tool for an outside business interest which had never been disclosed to Med Center Health officials. The purpose of this notice is to inform our patients of the incident, as well as to provide you with information regarding the actions we are taking to best protect your interests.

On January 4, 2017, during the course of an internal investigation, we determined that the former Med Center Health employee had, on two past occasions during their employment, obtained certain billing information by creating the appearance that they needed the information to carry out their job duties for Med Center Health. Upon uncovering this information, we took immediate action, including reporting the matter to law enforcement and providing government officials with information we gathered as part of our internal investigation. To date, our investigation indicates that in August 2014 and February 2015 the individual in question obtained patient information on an encrypted CD and encrypted USB drive, without any work-related reason to do so. The billing information included patients' names, addresses, Social Security numbers, health insurance information, diagnoses and procedure codes and charges for your medical services. Patients' medical records were **not** included in the information inappropriately obtained. Clinical medical records were not accessed and remain fully intact. Medical history and treatment have not and will not be affected by this incident.

This incident did not affect all of our patients, only certain patients who had been treated at The Medical Center Bowling Green, The Medical Center Scottsville, The Medical Center Franklin, Commonwealth Regional Specialty Hospital, Cal Turner Rehab and Specialty Care and Medical Center EMS between 2011 and 2014.

You might ask why it has taken this long to inform our patients. Law enforcement asked that we delay notification to patients or public announcement of the incident until now so as not to interfere with their investigation. Now that law enforcement's request for delay has ended, we are notifying patients as quickly as possible. We are actively working alongside law enforcement throughout their continued investigation into the matter.

Notification letters are being sent on March 24, 2017. We have established a dedicated call center to answer patients' questions about the incident. If you do not receive a letter by April 21, 2017, or if you have questions, please call 844-420-6490, Monday through Friday between 8:00 a.m. and 8:00 p.m. Central Time. We are offering credit monitoring and identity protection services to eligible patients and enrollment instructions are contained in the letters sent to the patients. We also recommend that you review the explanation of benefits that you receive from your health insurer. If you see services that you did not receive, please contact your health insurer immediately.

Med Center Health is deeply rooted in its patient-focused, quality-driven and mission-led values. We sincerely apologize for any concern and inconvenience this incident may cause you. We continue to review the incident and to take steps aimed at preventing similar actions in the future. Those actions include re-enforcing education with our staff regarding our strict policies and procedures in maintaining the confidentiality of patient information. We value your privacy and work each day to earn your trust.

Connie D. Smith  
Chief Executive Officer  
Med Center Health

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