

## MJ Care Notifies Affected Individuals of Information Security Incident

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The privacy and security of the personal information we maintain is of the utmost importance to MJ Care.

We recently learned that an unauthorized individual may have obtained access to an employee's email account between May 31, 2022 and June 24, 2022. We immediately launched an investigation in consultation with outside cybersecurity professionals who regularly investigate and analyze these types of situations to analyze the extent of any compromise of the account and the security of the emails and attachments contained within it. We devoted considerable time and effort to determine what information was contained in the affected email account. Based on our comprehensive investigation and document review, which concluded on November 2, 2022, we discovered that the compromised email account contained a limited amount of personal and/or protected health information provided to us by organizations that we provide outsourced professional rehabilitation and health services to, including those listed below. The information included full names and one or more of the following: Social Security numbers, dates of birth, financial account information, credit or debit card information, biometric information, medical/clinical information (date of service, treatment/diagnosis information, provider name, medical record number, patient number, medication, and/or general medical information), and/or health insurance policy information.

To date, we are not aware of any reports of identity fraud or improper use of any information as a direct result of this incident. Out of an abundance of caution, we provided written notification of this incident commencing on or about December 29, 2022, to all those potentially impacted to the extent we had a last known home address. The notice letter specifies steps affected individuals may take in order to protect themselves, including enrolling in complimentary credit monitoring services (if Social Security number was impacted), placing a fraud alert/security freeze on their credit files, obtaining free credit reports, remaining vigilant in reviewing financial account statements and credit reports for fraudulent or irregular activity, and taking steps to safeguard against medical identity theft.

Please accept our apologies that this incident occurred. We are committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of personal information.

**Individuals with questions concerning this incident may call a dedicated and confidential toll-free response line that we have set up to respond to questions at 855-507-2009. The response line is available Monday through Friday, 9:00am to 9:00pm, Eastern Time.**

### – OTHER IMPORTANT INFORMATION –

#### **Placing a Fraud Alert on Your Credit File.**

We recommend that you place an initial one-year "Fraud Alert" on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

**Equifax**  
P.O. Box 105069  
Atlanta, GA 30348-5069  
<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>  
(800) 525-6285

**Experian**  
P.O. Box 9554  
Allen, TX 75013  
<https://www.experian.com/fraud/center.html>  
(888) 397-3742

**TransUnion**  
Fraud Victim Assistance Department  
P.O. Box 2000  
Chester, PA 19016-2000  
<https://www.transunion.com/fraud-alerts>  
(800) 680-7289

## **Consider Placing a Security Freeze on Your Credit File.**

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “Security Freeze” be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

### ***Equifax Security Freeze***

P.O. Box 105788  
Atlanta, GA 30348-5788  
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>  
(888)-298-0045

### ***Experian Security Freeze***

P.O. Box 9554  
Allen, TX 75013  
<http://experian.com/freeze>  
(888) 397-3742

### ***TransUnion Security Freeze***

P.O. Box 160  
Woodlyn, PA 19094  
<https://www.transunion.com/credit-freeze>  
(888) 909-8872

In order to place the security freeze, you’ll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the City in which you currently reside.

## **Obtaining a Free Credit Report.**

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **www.annualcreditreport.com**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

## **Additional Helpful Resources.**

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC’s Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

## **Protecting Your Medical Information.**

As a general matter, the following practices can help to protect you from medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your “explanation of benefits statement” which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.

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### **IMPACTED COVERED ENTITIES**

Augusta Health and Rehabilitation  
 Benedictine Living  
 Bethany St. Joseph Care Center  
 Brookside Care Center  
 Care & Rehab - Barron  
 Care & Rehab - Boscobel  
 Care & Rehab - Cumberland  
 Care & Rehab - Ladysmith  
 Good Shepherd Services  
 Harbor Haven Health and Rehabilitation  
 Hillview Health Care Center, Lakeview Health Center  
 Lasata Care Center  
 Marinuka Manor  
 Milwaukee Catholic Home  
 Norseland Nursing Home  
 Prairie Maison  
 Rocky Knoll Health Care Center  
 Onalaska Care Center  
 Union Grove State Veterans Home  
 Wisconsin Veterans Home – King