



Austin Manual Therapy

A S S O C I A T E S

Physical Therapy that's far from ordinary yet close to home.

Notice of Data Breach / Data Security Incident

December 8, 2017

Dear valued patients:

We recently learned that criminals hacked into our computer systems. We do not have complete contact information for all of the individuals that may have been impacted by this attack. If you are concerned that you may have been impacted by this attack, please contact us at 1-800-215-2054 or customers@austinmanualtherapy.com.

More information on the cybersecurity incident is provided below.

What Happened: On October 9, 2017, we learned that a criminal attacker accessed our system without authorization. We took immediate action to stop the intrusion and to investigate the incident. We brought in a leading, national cybersecurity team to conduct a comprehensive analysis to determine the scope of the intrusion and to ensure the incident has been contained. We have learned that the attacker accessed limited portions of our system during the time frame of October 3, 2017 to October 9, 2017. We have found no evidence of unauthorized activity on our core electronic health records system.

What Information Was Involved: Despite conducting a comprehensive forensic analysis, we have very little evidence as to what documents or information the attacker was able to access or steal. We know that the attacker was able to access one of our computers and a shared file system. Based on the information stored on that computer and shared file system, the attacker may have been able to obtain some patient names and, in some circumstances one or more of the following types of information: addresses, phone numbers, occupations, dates of birth, insurance policy information, insurance coverage and eligibility information, charge amounts, dates of service, driver's license information, diagnosis, health screening information, referring physician information, and full or partial social security numbers. It appears at this time that most of the potentially affected individuals reside in Texas, although we have learned a few individuals may be in other states.

What We Are Doing: As set forth above, upon learning about this incident, we immediately took steps to stop the intrusion and to prevent further unauthorized access to our system. While our investigation is substantially complete, it remains ongoing and will likely continue through the end of the year. We also have implemented and are continuing to implement additional security measures designed to prevent a recurrence of this type of attack, to quickly identify unusual activity, and to further protect the privacy of your information. We are actively working with forensic investigators, law enforcement and the U.S. Department of Health and Human Services.

What You Can Do: We strongly encourage you to take action, along with our efforts, to minimize or eliminate any potential harm from this incident. Here are some steps you can take:

1. **Review Your Account Statements and Credit Reports.** Remain vigilant by reviewing your account statements and credit reports closely. You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by requesting your report online at: <http://www.annualcreditreport.com>, or by calling toll-free 1.877.322.8228. You may also purchase a copy of your credit report by contacting one of the three national credit reporting agencies:

Equifax

Experian

TransUnion

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

(888) 397-3742
www.experian.com
P.O. Box 2104
Costa Mesa, CA 92626

(800) 916-8800
www.transunion.com
P.O. Box 34012
Fullerton, CA 92834

- Fraud Alert.** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to opening any accounts in your name. Additional information is available at <http://www.annualcreditreport.com>.
- Security Freeze.** You may also want to consider putting a security freeze on your credit files. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency, and each agency charges a \$10 fee, although the Equifax has waived the fee through December 31, 2018.

Equifax: <https://www.freeze.equifax.com/Freeze/>

Experion: <https://www.experian.com/ncaonline/freeze>

TransUnion: <https://freeze.transunion.com/sf/securityFreeze/>

- Report Suspicious Activity & Obtain More Information.** If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any suspected identity theft to law enforcement, your state attorney general, and/or the Federal Trade Commission. You may obtain more information on identity theft at the resources below.

Office of the Attorney General

PO Box 12548
Austin, TX 78711-2548
(512) 463-2100 / 1 (877) 673-6839 toll-free / TDD: (800-735-2989)
<https://www.texasattorneygeneral.gov/identitytheft>

Federal Trade Commission

600 Pennsylvania Avenue, NW
Washington, DC 20580
(877) 438-4338
<https://www.consumer.ftc.gov/topics/identity-theft>

We value your privacy and deeply regret that this incident occurred. We are taking this incident very seriously and are actively continuing our investigation. We will notify you if there are any significant developments. For further information and assistance, please contact us at 1-800-215-2054 or customers@austinmanualtherapy.com.

Sincerely,



Dr. Benjamin Keene and Dr. James Harris
Directors