



# ONSITE HEALTH DIAGNOSTICS

Employee Health Intelligence

C/O ID Experts

PO Box 6336

Portland, OR 97228-6336

[First Name] [Last Name]

[Street Address 1]

[Street Address2]

[City], [State] [Zip]

Date

Dear [First Name] [Last Name]:

Onsite Health Diagnostics (OHD) is writing to notify you of an incident that affects your personal information. On behalf of the State of Tennessee, Healthways offers employee health screenings through services provided by Onsite Health Diagnostics (OHD). In order to provide these services, OHD stores certain personal information of yours.

OHD experienced a security incident in which an unknown source gained unauthorized access to our 2013 computer system, during the period from January 4, 2014 to April 11, 2014. OHD became aware of this incident on April 11, 2014 and initiated an investigation with third-party, national security and computer forensics experts. The State was notified on June 10, 2014 of this security incident. The impacted system has not been in use since Fall, 2013. A new system has been used since late 2013 and additional security controls have been implemented on that system.

OHD's investigation has determined that this security incident resulted in unauthorized access to an information table containing this personal information: your name, date of birth, address, email address, phone number and gender. **The information which was accessed did NOT include your Social Security number, your Employee ID or any medical information.**

**OHD has received no reports of identity theft related to this incident.** We take the security of your personal information very seriously. As a precaution, OHD is offering assistance in protecting your identity, **at no cost to you.**

### Identity Theft Protection:

We are offering identity theft protection services through ID Experts® at no cost to you. The protection services include: 12 months of identity protection, a \$20,000 insurance reimbursement policy in the event of identity theft, and access to fraud resolution representatives. With this protection, ID Experts will help you resolve issues if your identity is compromised. We encourage you to contact ID Experts with any questions and to enroll in the free services by calling 1-888-266-9285 or going to [www.myidcare.com/idexpertsrecovery](http://www.myidcare.com/idexpertsrecovery). ID Experts is available Monday through Friday from 8 a.m. - 8 p.m. Central Time.

**Please note the deadline to enroll is November 8, 2014. You will need to reference the following access code when calling ID Experts, so please do not discard this letter.**

**Your Access Code: [12345678]**

To further protect against possible identity theft or financial loss, we encourage you to remain vigilant, to review your account statements, and to monitor your credit reports and explanation of benefits forms for suspicious activity. You can also check your credit by obtaining a free credit report. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also write, call, or email the three major credit bureaus directly to ask for a free copy of your credit report. Additional information regarding how to contact the credit bureaus and how you may protect your identity is included on the attached document titled, "Information About Identity Theft Protection."

We are sorry for any inconvenience or concern that this may have caused you. If you have any questions about this incident or this letter, or if you believe you may be a victim of identity theft, please contact our call center. The center is confidential, and staffed by professionals trained in identity and credit protection. **You may reach the confidential call center by dialing, toll-free, 1-888-266-9285, Monday through Friday, 8:00 a.m. to 8:00 p.m. Central Time, excluding major holidays.** If you have additional questions, you may also contact the State's Benefits Administration Privacy Officer at 1-866-252-1523 or by email at [benefits.privacy@tn.gov](mailto:benefits.privacy@tn.gov).

Please know that we have taken steps that will prevent this from happening again in the future. OHD remains committed to the security of your personal information.

Sincerely,

Kyle Alexander  
Chief Executive Officer,  
Onsite Health Diagnostics

## Information About Identity Theft Prevention

We recommend that you regularly review statements from your 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](http://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](http://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 or more of the three national credit reporting agencies listed below.

**Equifax**, P.O. Box 740241, Atlanta, Georgia 30374-0241, 1-800-685-1111, [www.equifax.com](http://www.equifax.com)

**Experian**, P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, [www.experian.com](http://www.experian.com)

**TransUnion**, P.O. Box 2000, Chester, PA 19022, 1-800-916-8800, [www.transunion.com](http://www.transunion.com)

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and 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.

We recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

**Federal Trade Commission**, Consumer Response Center

600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

## Frequently Asked Questions:

### 1. Q. Why did I get this letter?

A. Onsite Health Diagnostics (OHD) offers employee health screenings on behalf of Healthways to members of the State of Tennessee's health plans. OHD stored certain personal information of yours on a computer system it used for 2013 screenings. An unknown source gained unauthorized access to the 2013 computer system which stored some of your information.

We want you to know about what happened, when it happened and what we have done about it.

### 2. Q. What happened?

A. An unknown source gained unauthorized access to our 2013 computer system during the time period from January 4, 2014 to April 11, 2014. We found out about it on April 11, 2014. We haven't used that computer system since Fall, 2013.

### 3. Q. Has the issue been resolved?

A. Yes. A new system has been used since late 2013 and additional security controls have been implemented on the new system. OHD has **received no reports of identity theft** related to this incident.

4. **Q. What personal information was stored on the old computer system?**  
A. Your name, date of birth, address, email address, phone number and gender.

**The information which was accessed did NOT include your Social Security number, your Employee ID or any medical information.**

5. **Q. Was any of my medical or financial information accessed?**  
A. No

6. **Q. When was the State of Tennessee notified of the incident?**  
A. The State was notified on June 10, 2014.

7. **Q. Why did it take so long to notify me if the incident occurred between January 2014 and April 2014?**  
A. We took the time to thoroughly investigate what happened and we initiated an investigation with third-party, national security and computer forensics experts. We wanted to make sure our new system has additional security controls. And we wanted to make arrangements to offer free credit protection insurance to you for a year.

8. **Q. Are you offering me free credit protection?**  
A. Yes. We are offering identity theft protection services through **ID Experts®** at no cost to you. The protection services include: 12 months of identity protection, a \$20,000 insurance reimbursement policy in the event of identity theft, and access to fraud resolution representatives. With this protection, ID Experts will help you resolve issues if your identity is compromised. We encourage you to contact ID Experts with any questions and to enroll in the free services by calling 1-888-266-9285 or going to [www.myidcare.com/idexpertsrecovery](http://www.myidcare.com/idexpertsrecovery). ID Experts is available Monday through Friday from 8 a.m. - 8 p.m. Central Time.

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**Your Access Code Is: [12345678]**

9. **Q. Where can I get additional information?**  
A. Please contact our call center. The center is confidential, and staffed by professionals trained in identity and credit protection. **You may reach the confidential call center by dialing, toll-free, 1-888-266-9285, Monday through Friday, 8:00 a.m. to 8:00 p.m. Central Time, excluding major holidays.**

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