

## **Moorestown Visiting Nurse Association - Notifies Patients of Data Security Incident**

**Moorestown, New Jersey** - May 7, 2020 - Moorestown Visiting Nurse Association ("Moorestown VNA") has become aware of a data security incident that may have involved the personal and protected health information of its patients. Moorestown VNA has sent letters to the potentially impacted patients to notify them about this incident and to provide resources to assist them.

On March 19, 2020, Moorestown VNA was notified by Crossroads Technologies, a vendor who provides data hosting, that they had experienced a ransomware attack, and that after conducting an investigation, they believed that Moorestown VNA's patient database was accessible by the ransomware attacker. Moorestown VNA began an investigation to determine what patients' information may have been stored in the impacted data base so that notification could be sent to any potentially impacted individuals. The information that may have been accessible by the ransomware attacker includes patient names, addresses, dates of birth, Social Security numbers, patient ID numbers, and medical records.

Moorestown VNA takes the security of all patient information very seriously and is taking steps to prevent a similar incident from occurring in the future, including strengthening security measures and ensuring its networks and systems are secure. The notification letters Moorestown VNA sent to potentially affected individuals also include information about steps that individuals can take to protect their information.

Moorestown VNA has established a toll-free call center to answer any questions about the incident and address related concerns. The call center is available Monday through Friday from 9:00 am to 6:30 pm Eastern Standard Time at 1-866-377-0067. In addition, while Moorestown Visiting Nurse Association is not aware of the misuse of any information as a result of this incident, out of an abundance of caution, Moorestown VNA is also providing twelve (12) months of complimentary credit monitoring and identity theft protection services to the impacted individuals. Moorestown VNA has also notified the three major consumer reporting agencies about the incident.

The privacy and protection of personal and protected health information is a top priority for Moorestown VNA, which deeply regrets any inconvenience or concern this incident may cause.

***While Moorestown VNA is unaware of the misuse of any patient's information, Moorestown VNA is providing the following information to help those wanting to know more about steps they can take to protect themselves and their personal information:***

### **What steps can I take to protect my personal information?**

- Please notify your financial institution immediately if you detect any suspicious activity on any of your accounts, including unauthorized transactions or new accounts opened in our name that you do not recognize. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.
- You can request a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To do so, 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 listed at the bottom of this page.

- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC's website offers helpful information at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).
- Additional information on what you can do to better protect yourself is included in your notification letter.

### **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. Use the following contact information for the three nationwide credit reporting agencies:

**TransUnion**  
P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

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

**Equifax**  
P.O. Box 105851  
Atlanta, GA 30348  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

### **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.

### **How do I put a security freeze on my credit reports?**

You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or online by following the instructions found at the websites listed below. You will need to provide the following information when requesting a security freeze (note that if you are making a request for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) address. You may also be asked to provide other personal information such as your email address, a copy of a government-issued identification card, and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. There is no charge to place, lift, or remove a freeze. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

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  
1-800-909-8872  
[www.transunion.com](http://www.transunion.com)

**What should I do if my family member was involved in the incident and is deceased?**

You may choose to notify the three major credit bureaus, Equifax, Experian and Trans Union, and request they flag the deceased credit file. This will prevent the credit file information from being used to open credit. To make this request, mail a copy of your family member's death certificate to each company at the addresses below.

**Equifax**

Equifax Information Services  
P.O. Box 105169,  
Atlanta, GA 30348

**Experian**

Experian Information  
Services  
P.O. Box 9701  
Allen, TX 75013

**TransUnion**

Trans Union Information  
Services  
P.O. Box 2000  
Chester, PA 19022