

ALL ECHN EMPLOYEES: Data Security Incident Follow Up – Please Read

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2 attachments (42 KB)

IDX Identity.Protection.docx; Additional Steps.docx;



Following up on our previous communications regarding the August 2023 incident, we are reaching out to let you know that our ongoing investigation determined that information pertaining to current and former Eastern Connecticut Health Network (“ECHN”) and Waterbury HEALTH employees and dependents was involved in the incident. This email provides additional information about the incident, measures we have taken, and some steps you can take in response.

What Happened?

As you are aware, on August 1, 2023, Prospect Medical learned of a data security incident that disrupted the operations of some of our IT systems. We immediately took steps to secure our systems, contain the incident, and notify law enforcement. Additionally, a third-party forensic firm was engaged to conduct an investigation.

What Information Was Involved?

Through our ongoing investigation, on September 13, 2023, we determined that an unauthorized party gained access to our IT network between the dates of July 31, 2023, and August 3, 2023. The investigation confirmed that there was no unauthorized access to Oracle, however, the investigation did determine that the unauthorized party accessed benefits administration files that contain information pertaining to current ECHN and Waterbury HEALTH employees and certain former employees. In addition, we identified information pertaining to certain current and former employee dependents who are currently or were enrolled in employee benefits programs. Our investigation concluded that some of these files may have contained your information, including your name and Social Security number.

Next Steps:

On September 29, 2023, Prospect Medical will be sending you and your dependents (if applicable) formal notices of this incident via US mail. The notices will include instructions on how to enroll in complimentary credit monitoring and identity protection services. These identity protection services include two-years of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. These services are completely free to you, and enrolling in this program will not hurt your credit score. For more information on the services, including instructions on how to activate your complimentary two-year membership, please visit <https://app.idx.us/en-US/account-creation/protect> or call 888-979-0012 and use the Enrollment Code: ZI3VSXY1V. Please note the deadline to enroll is December 29, 2023. For more information on identity protection as well as some additional steps you can take in response, please see the additional information provided in this letter.

As mentioned above, our investigation is still ongoing. We will continue to provide notification to individuals whose information we determine is involved in the incident in accordance with applicable law.

We deeply regret any inconvenience or concern this incident may cause and take this matter seriously. To help prevent something like this from happening again, we have implemented, and will continue to adopt, additional safeguards and technical security measures to further protect and monitor our systems.

If you have any questions about this incident, please call 888-979-0012, Monday through Friday, 9:00 am – 9:00 pm, Eastern Time (excluding major U.S. holidays).

Please see two attachments for additional information regarding Identity Protection & Additional Steps to take.

"This message originates from Eastern Connecticut Health Network. The information contained in this message may be privileged and confidential. If you are the intended recipient, you must maintain this message in a secure and confidential manner. If you are not the intended recipient, please notify the sender immediately and destroy this message. Thank you."