

Health Aid of Ohio, Inc. Notice of a Data Security Incident

Health Aid of Ohio, Inc. (“Health Aid”) is providing notice of a recent incident that may affect the security of certain information relating to current and former patients.

What Happened? On February 19, 2021, Health Aid became aware of suspicious activity relating to its systems and immediately launched an investigation to determine the nature and scope of the activity. Health Aid determined that an unauthorized actor gained access to certain Health Aid systems on or about February 19, 2021 and that certain files were viewed and/or removed.

While the unauthorized actor was able to confirm that some files were taken from Health Aid’s network, the investigation could not confirm precisely which files were impacted. As a result, Health Aid took steps to notify all individuals whose information may have been present in the impacted systems at the time of the event.

What Information was Involved? If you received services through your VA plan, the following types of information may have been impacted by this incident: name, address, telephone number, and the type of equipment we delivered to your house or repaired in your home. If you received services through your insurance carrier or healthcare provider, the following types of information may have been impacted by this incident: name, telephone number, Social Security number, date of birth, medical diagnosis, insurance information, and the type of equipment we delivered to your house or repaired in your home. To date, we have not received any reports of fraudulent misuse of any information as a result of this event.

What is Health Aid Doing? We take this incident and security of personal information in our care seriously. We moved quickly to investigate and respond to this incident, assess the security of relevant Health Aid systems, and notify potentially affected individuals. In response to this event, Health Aid is reviewing and enhancing existing policies and procedures. We notified the Federal Bureau of Investigation (“FBI”) and the Department of Health and Human Services of this incident. We are also notifying potentially impacted individuals so that they may take further steps to protect their information, should they feel it appropriate to do so.

What Can Impacted Individuals Do? We established a dedicated assistance line for individuals seeking additional information regarding this incident. Individuals seeking additional information may call the toll-free assistance line at 800-521-6912. This toll-free line is available Monday – Friday from 9:00 am ET to 9:00 pm ET. Individuals may also write to Health Aid at 5230 Hauserman Road, Parma, OH 44130 with questions.

Potentially affected individuals may also consider the information and resources outlined below. We encourage potentially impacted individuals to remain vigilant against incidents of identity theft and fraud and to review account statements, credit reports, and explanation of benefits forms for suspicious activity and report any suspicious activity immediately to their insurance company, health care provider, or financial institution.

Steps You Can Take To Protect Your Personal Information

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on

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a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the

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contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.