

OS, Inc. (“OS”) provides claims management services to certain healthcare providers and we are issuing notice of a recent event that may impact the privacy of personal information for patients of these providers.

On or about December 21, 2018, we learned of suspicious activity occurring within an OS employee’s email account. We immediately changed the user’s credentials and launched an investigation. We also began working with forensic experts to determine the nature and scope of the suspicious activity. On February 20, 2019, the investigation confirmed that an unauthorized actor gained access to the employee’s email account from October 15, 2018 through December 21, 2018, utilizing account credentials harvested through a phishing email campaign. We took additional steps to enhance the security of the impacted account. We also immediately notified law enforcement of this event.

Although the forensic experts were unable to confirm the specific messages or attachments within the email account that may have been subject to unauthorized access or acquisition, out of an abundance of caution, we began conducting a thorough and systematic review of the impacted email account, working to confirm the identities of the individuals whose information may have been accessible to the unauthorized actor. On March 8, 2019, OS began notifying certain healthcare providers that patient information may be impacted by this event. Beginning on April 1, 2019, we confirmed the identities of certain individuals whose information may have been accessible within the email account and began working with affected healthcare providers to confirm the contact information for these individuals. On May 2, 2019, OS began mailing notice to impacted patients. OS is providing notice of this incident on behalf of the following healthcare providers: Tahoe Forest Health District, Sparta Community Hospital, Sauk Prairie Healthcare, Inc., the Idaho Department of Health and Welfare, and Fort HealthCare, Inc. We are also notifying regulatory authorities, as required.

The types of information contained in the employee’s email account affected by this event may include: patient name, date of service, hospital encounter number, and account balance. For a small number of patients, the information also included an insurance identification number and/or clinical information. For a limited number of individuals, Social Security numbers, in the form of insurance identification numbers, may have been impacted. At this time, there is no evidence of any actual or attempted misuse of the information accessible within the email account. No financial account information was impacted as a result of this event.

We take this incident and the security of personal information seriously. Upon learning of the incident, we immediately secured the impacted email account. We also reviewed existing policies and procedures, implemented additional safeguards, and will continue working to further secure the information in its systems. While we are unaware of any misuse of any personal information contained within the impacted email account, individuals are encouraged to remain vigilant against incidents of identity theft and fraud, to review account statements, and to monitor credit reports for suspicious activity. Although this matter did not impact any credit or debit card information, any fraudulent or suspicious charges on credit or debit cards should be immediately reported to the appropriate bank or financial institution. It is also a good practice to remain vigilant of unsolicited communications seeking credit card or other financial information. Incidents of identity theft should also be reported to local law enforcement. As an added precaution, we are

also offering complimentary access to 24 months of identity monitoring services through Kroll to those individuals who may have had their Social Security number impacted by this event. All impacted individuals are being offered 12 months of free access to Kroll's fraud consultation and identity theft restoration services. The impacted individuals are encouraged to enroll in these free services.

Individuals seeking additional information regarding this event can call one of our dedicated toll-free assistance lines at 1-866-775-4209 or 1-800-273-7604, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time. You may also write to OS at: W237 N2920 Woodgate Road, Suite 100, Pewaukee, WI 53072.

### **Best Practices**

While we are unaware of any misuse of the personal information in the impacted email account, we encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting 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 contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security 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 security 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 security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

<b>Experian</b> PO Box 9554 Allen, TX 75013 1-888-397-3742 <a href="http://www.experian.com/freeze/center.html">www.experian.com/freeze/center.html</a>	<b>TransUnion</b> P.O. Box 2000 Chester, PA 19016 1-888-909-8872 <a href="http://www.transunion.com/credit-freeze">www.transunion.com/credit-freeze</a>	<b>Equifax</b> PO Box 105788 Atlanta, GA 30348-5788 1-800-685-1111 <a href="http://www.equifax.com/personal/credit-report-services">www.equifax.com/personal/credit-report-services</a>
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In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior 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.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your 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 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 agencies listed below:

<b>Experian</b>	<b>TransUnion</b>	<b>Equifax</b>
P.O. Box 2002 Allen, TX 75013 1-888-397-3742	P.O. Box 2000 Chester, PA 19016 1-800-680-7289	P.O. Box 105069 Atlanta, GA 30348 1-888-766-0008
<a href="http://www.experian.com/fraud/center.html">www.experian.com/fraud/center.html</a>	<a href="http://www.transunion.com/fraud-victim-resource/place-fraud-alert">www.transunion.com/fraud-victim-resource/place-fraud-alert</a>	<a href="http://www.equifax.com/personal/credit-report-services">www.equifax.com/personal/credit-report-services</a>

Although we have no reason to believe that your personal information has been used to file fraudulent tax returns, you can contact the IRS at [www.irs.gov/Individuals/Identity-Protection](http://www.irs.gov/Individuals/Identity-Protection) for helpful information and guidance on steps you can take to address a fraudulent tax return filed in your name and what to do if you become the victim of such fraud. You can also visit [www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft](http://www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft) for more information.

Although this matter did not impact any credit or debit card information, if you identify any fraudulent or suspicious charges on your credit or debit card, you should immediately contact your bank or financial institution. It is also a good practice to remain vigilant of unsolicited communications seeking your credit card or other financial information. Incidents of identity theft should also be reported to your local law enforcement.

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

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, [www.identitytheft.gov](http://www.identitytheft.gov), 1-877-ID-THEFT (1-877-438-4338); 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 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.

**For North Carolina residents**, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, [www.ncdoj.gov](http://www.ncdoj.gov).

**For Maryland residents**, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, 1-888-743-0023, [www.oag.state.md.us](http://www.oag.state.md.us).

**For New Mexico residents**, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

**For Rhode Island Residents:** The Rhode Island Attorney General can be reached at: 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident.