



October 4, 2019

RE: Substitute Service for HIPAA Breach Notification

The Health Insurance Portability and Accountability Act (HIPAA) requires Anne Carlsen Center to notify potentially affected clients of breaches. On September 3, 2019 we discovered that an employee had sent an email and an attached invoice with protected health information (PHI) to an authorized party. Although the email was delivered to an appropriate party, it was unencrypted and therefore reportable. Anne Carlsen notified all affected clients and guardians by mail on September 19, 2019. As of this date eight of those notifications were returned to Anne Carlsen as undeliverable or we were not in possession of an address for the client/guardian. This message constitutes substitute service for those clients we attempted to mail notifications but were unable to reach. If you have any questions or believe you may have been one of the individuals with an undeliverable address, please call toll free at (800) 568-5175 and ask to speak to the Privacy Officer. A copy of our September 19, 2019 notification letter is provided below:

September 19, 2019

Re: Notice of Data Privacy Incident

Dear Client/Guardian,

This message concerns a recent data privacy incident that involved your child's protected health information. While we do not believe this information has been intercepted or will be used inappropriately, we sincerely apologize for this incident and wanted to share the following details.

WHAT HAPPENED. We discovered that an Anne Carlsen Center employee sent an email to your child's special education department on June 6, 2019. Although communication of this information was appropriate, we have learned that this email was sent unencrypted.

WHAT INFORMATION WAS INVOLVED. The email communication included your child's first initial and last name, medical record number, dates of service, type of service rendered (i.e. physical therapy or speech therapy), and therapist's name.

WHAT WE ARE DOING. We learned of and began investigating the matter on September 3, 2019 and quickly determined the nature and scope of the incident. We do not know of any hacking or interception of this email; however, we felt the need to disclose this to you. We will continue to assess any additional actions needed to protect your child's personal information, have already spoken to the employee about sending unencrypted emails without the consent of a guardian, and will require additional training on the proper handling of protected health information. We are also examining/upgrading additional controls to further protect all our client's personal health information.

The Anne Carlsen Center exists to make the world a more inclusive place where independence is a gift to all.



Anne Carlsen
C E N T E R

Nurturing abilities and changing lives.

WHAT YOU CAN DO. While the chances of interception are low, remain vigilant for incidents of fraud and identity theft. Best practices include routine monitoring of your bank and credit card statements and, if necessary, registering a fraud alert with a credit bureau (Experian, TransUnion, or Equifax) and ordering your credit reports.

FOR MORE INFORMATION. On behalf of the Anne Carlsen Center, I sincerely apologize for this incident and regret any inconvenience it may cause you. If you have questions or concerns regarding this matter or the protections available to you, please do not hesitate to contact the Anne Carlsen Center Privacy Officer at justin.hanson@annecenter.org or 218-443-2837.

Sincerely,

Justin Hanson
Privacy Officer

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