



June 22, 2023

Via Substitute Notice

Dear Vitra Client,

I am writing on behalf of Vitra Health, Inc. and Vitra Home Care, LLC (collectively, "Vitra") to share with you we have learned that an employee email account was compromised in a phishing attack, which may have resulted in a breach of your protected health information ("PHI"). We want you to know that Vitra takes this incident very seriously and is committed to ensuring the privacy of all the individuals we serve.

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Vitra discovered on December 8, 2022 that the email account was breached on December 6, 2022 in a phishing attack that targeted an employee's email account. Immediately, Vitra took action to prevent further breaches by disabling the compromised email, changing all credentials for the employee email account, confirming that no other emails had been breached, and initiating its internal investigation of the incident. Furthermore, Vitra retained a professional forensic investigator as well as a security and data privacy consultant to assist with investigating the breach. Vitra determined the email account that was improperly accessed contained information with various types of **PHI**, such as, name, address, date of birth, phone number, referral information, diagnoses, and Health Plan ID number. Vitra was able to confirm the information included in the breach **did not** include Social Security number, driver's license, or credit or debit card information.

Consistent with its commitment to privacy, Vitra initiated several additional measures to reduce the risk of further breaches from occurring again. Immediate measures included expanding e-mail security, implementing new technical safeguards, and providing additional privacy and security training for our staff. As our ongoing commitment to the communities we serve, Vitra will continue to educate, train and monitor our staff competency on privacy and security matters, Vitra is already conducting a comprehensive review of our operations and IT systems, and retained professional outside assistance to perform HIPAA risk assessment.

We have not learned of any particular information regarding how this breach may impact you. As a general protective measure, it is a good practice to be vigilant regarding potential uses of your personal information. We have included a resource page with this notice with information that you can utilize in case you have any concerns regarding the breach.

Massachusetts Residents: Under Massachusetts law, you have the right to obtain a police report in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Again, we are committed to ensuring that the appropriate steps are taken to address this unfortunate incident. If you have any questions regarding this matter, please contact us at the following toll-free number: **1-888-565-8027**.

Yours truly,

Edward Spivak
Chief Operating Officer

Resources

You may place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

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You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

1-800-349-9960

<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze

P.O. Box 160

Woodlyn, PA 19094

1-888-909-8872

<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

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, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;

8. 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.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (**PIN**) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

Credit Reports: In order to determine whether any unauthorized credit was obtained with your information, you may obtain a copy of your credit report, free of charge, once every 12 months from each of the three national credit reporting agencies by visiting www.annualcreditreport.com or by call toll free at (877) 322-8228.

Fraud Alerts: You may also request information on how to place a fraud alert by contacting any of the above consumer reporting agencies. A fraud alert is intended to alert you if someone attempts to obtain credit in your name without your consent. It is recommended that you remain vigilant for any incidents of fraud or identity theft by reviewing credit card account statements and your credit report for unauthorized activity. You may also contact the Federal Trade Commission ("FTC") to learn more about how to prevent identity theft:

FTC, Consumer Response Center
600 Pennsylvania Ave., NW
Washington D.C. 20590
www.ftc.gov/bcp/edu/microsites/idtheft
877-IDTHEFT (438-4338)