



<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

CommonSpirit Health and its affiliated entities (“CommonSpirit”) take the protection and proper use of your personal information very seriously. With that in mind, we are writing to tell you about a data security incident involving some of your personal information. While we have no evidence of misuse of your personal information, we are writing to you directly to explain the incident, our response to it, and steps you can take in addition to those you take every day to protect your personal information, should you feel it appropriate to do so.

CommonSpirit Health is the parent organization to Catholic Health Initiatives and Dignity Health facilities. CommonSpirit Health also is or has been associated with Centura Health and MercyOne (Iowa). Not all CommonSpirit Health locations were involved in this incident. We have included a listing of locations whose data may have been involved to assist you in recognizing where you may have interacted with us.

### What happened?

On October 2, 2022, CommonSpirit detected a ransomware attack on our IT network. We immediately took steps to secure the network, which included proactively taking some systems offline, and began an investigation with the assistance of an external forensics vendor. The investigation determined that an unauthorized third party gained access to our network between September 16, 2022 and October 3, 2022. While the unauthorized third party did not retrieve data directly from CommonSpirit’s Electronic Medical Records systems, during that time the unauthorized third party obtained copies of some of the data on our systems, including files from two file share servers that contained some patient information. CommonSpirit had used the data on the file share servers in performing various operational functions, and some of the data dates back several years. With respect to the data on the file share servers, determining what and whose data was impacted has required a detailed and time-consuming review of each individual file on each file server to identify the specific individuals whose information may have been impacted, and the type of information associated with each such individual. The initial phase of this part of the investigation was completed on February 21, 2023. Once this component of the review concluded, we worked to identify the CommonSpirit facility location that could have interacted with each individual, and have determined the data was associated with both current and past CommonSpirit locations. We then worked to identify accurate address information to provide notice to potentially affected individuals and only recently completed these efforts.

### What information was involved?

Our information shows that you may have been either a patient or a guarantor of a patient at one of the involved locations. You are being notified because some of your information was identified in the file share server files that were compromised.

The information in the files may have included your <<b2b\_text\_3(name, address, data elements)>><<b2b\_text\_4(data elements cont.)>>. Importantly, your Social Security number, banking and financial information were NOT in the compromised files.

**What we are doing.**

Upon discovering the ransomware attack, CommonSpirit quickly mobilized to protect its systems, contain the incident, begin an investigation, and maintain continuity of care. In addition, CommonSpirit notified law enforcement. Once secured, systems were returned to the network with additional security and monitoring tools.

**What you can do.**

Though CommonSpirit has no evidence that the information has been misused as a result of this event, it is always prudent to review your health care statements for accuracy and report any services or charges that you did not incur to your provider or insurance carrier. Additionally, please review the enclosed "Additional Resources" section of this letter. That section describes additional steps you can take to help protect yourself, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file, if you desire to do so.

**For more information.**

If you need more information about this event, we have retained Kroll, a trusted third party partner, to manage a call center that can answer specific questions about this event. To contact Kroll, please call (866) 869-0312, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time, excluding U.S. holidays.

We apologize for any concern this may cause. Protecting your information is important to us. We trust that this notification and additional resource information demonstrates our continued commitment to your security and satisfaction.

Sincerely,



Lori Lamb  
National Privacy Officer  
CommonSpirit Health

## ADDITIONAL RESOURCES

### Contact information for the three nationwide credit reporting agencies:

**Equifax**, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

**Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, PO Box 2000, Chester, PA 19016, [www.transunion.com](http://www.transunion.com), 1-800-888-4213

**Free Credit Report.** It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate fraud and identity theft. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:** You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Fraud Alerts.** There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

**Security Freeze.** You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may use an online process, an automated telephone line, or submit a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that, if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past 5 years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, and display your name, current mailing address, and the date of issue.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Connecticut residents:** You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, 1-860-808-5318, [www.ct.gov/ag](http://www.ct.gov/ag).

**For District of Columbia residents:** You may contact the Office of the Attorney General for the District of Columbia, 441 4th Street, NW, Washington, DC 20001, 1-202-727-3400, [www.oag.dc.gov](http://www.oag.dc.gov).

**For Maryland residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023.

**For Massachusetts residents:** You may contact the Office of the Massachusetts Attorney General, 1 Ashburton Place, Boston, MA 02108, 1-617-727-8400, [www.mass.gov/ago/contact-us.html](http://www.mass.gov/ago/contact-us.html)

**For New York residents:** You may contact and obtain information from these state agencies: New York Department of State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection> | New York State Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>.

**For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226.

**For Rhode Island residents:** You may contact the Rhode Island Attorney General's Office, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, [www.riag.ri.gov](http://www.riag.ri.gov).

### **Reporting of identity theft and obtaining a police report.**

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts residents:** Under Massachusetts law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

**For Rhode Island residents:** Under Rhode Island law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above.

**A Summary of Your Rights Under the Fair Credit Reporting Act:** The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Your major rights under the FCRA are summarized below. For more information, including information about additional rights, go to [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

- You must be told if information in their file has been used against them.
- You have the right to know what is in their file.
- You have the right to ask for a credit score.
- You have the right to dispute incomplete or inaccurate information.
- 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 their consent for reports to be provided to employers.
- You may limit "prescreened" offers of credit and insurance they get based on information in their credit report.
- You have a 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.
- You may seek damages from violators.
- Identity theft victims and active duty military personnel have additional rights.

**CommonSpirit Facilities, Former Catholic Health Initiatives Facilities, and Associated Facilities with Potential Data Included in Ransomware Event**

**ARKANSAS**

St. Vincent Infirmiry	Little Rock
St. Vincent North	Sherwood
St Vincent Hot Springs	Hot Springs
St. Vincent Morrilton	Morrilton
CHI St. Vincent Medical Group	Little Rock
CHI St. Vincent Medical Group	Hot Springs

**GEORGIA**

CHI Memorial Georgia Hospital	Fort Oglethorpe
CHI Memorial - Parkway	Ringgold
CHI Memorial Medical Group	All Locations

**IOWA**

CHI Health Mercy Council Bluffs	Council Bluffs
CHI Health Missouri Valley	Missouri Valley
CHI Health Mercy Corning	Corning

**KENTUCKY**

Flaget Memorial Hospital	Bardstown
Saint Joseph Hospital	Lexington Nicholasville
Saint Joseph Health Community Pharmacy	Lexington
Saint Joseph - Berea	Berea
Saint Joseph East	Lexington
Saint Joseph London	London
Saint Joseph Martin	Martin (sold)
Saint Joseph Mount Sterling	Mount Sterling
Saint Joseph Mount Sterling Outpatient Rehab	Mount Sterling
Saint Joseph Mount Sterling Outpatient Rehab	Flemingsburg
Continuing Care Hospital	Lexington
CHI Saint Joseph Medical Groups	Central & Eastern Kentucky
Jewish Hospital - Louisville	Sold formerly part of CHI

**MINNESOTA**

CHI LakeWood Health	Baudette
CHI St. Francis Health	Breckenridge
CHI St. Joseph's Health	Park Rapids
CHI St.Gabriel's Health	Little Falls
CHI St. Francis Home	Breckenridge
CHI Health at Home	All locations

**NEBRASKA**

CHI Health Lakeside	Omaha
CHI Health Midlands	Papillion
CHI Health Plainview	Plainview
CHI Health Creighton University Medical Center - Bergan Mercy	Omaha
Lasting Hope Recovery Center	Omaha
CHI Health Immanuel	Omaha
CHI Health Schuyler	Schuyler

CHI Health Good Samaritan	Kearney
CHI Health Richard Young Behavioral Health	Kearney
CHI Health Nebraska Heart	Lincoln
CHI Health St. Elizabeth	Lincoln
CHI Health St. Francis	Grand Island
CHI Health St. Mary's	Nebraska City
The Physician Network ( including Nebraska Specialty Network and Lincoln Physician Network)	All locations
<b>NORTH DAKOTA</b>	
CHI St. Alexius Medical Center	Bismarck
CHI St. Alexius Health Carrington & Clinics (includes Foster County Medical Center)	Carrington
CHI St. Alexius Carrington Urgent Care	Carrington
CHI Lisbon Health	Lisbon
CHI St. Alexius Health Devils Lake & Clinics	Devils Lake
CHI Mercy Health Valley City	Valley City
CHI St. Alexius Health Williston	Williston
CHI Oakes Hospital & Clinics	Oakes
CHI St. Alexius Health Turtle Lake	Turtle Lake
CHI St. Alexius Health Garrison & Clinics	Garrison
CHI St. Alexius Health Dickenson & Clinics	Dickenson
CHI Health at Home	Fargo
CHI Friendship	Fargo
CHI St. Alexius Physician Clinics	All Locations
<b>OHIO</b>	
Trinity Medical Center East and West	Steubenville
Trinity Hospital Twin City	Dennison
Ross Park Pharmacy	Steubenville
Trinity Professional Group	All locations
Trinity Home Health	All locations
<b>OREGON</b>	
CHI Mercy Health Medical Center	Roseburg
CHI St. Anthony Medical Center	Pendleton
Oregon Surgery Center	Roseburg
Centennial Medical Group	Roseburg
<b>PENNSYLVANIA</b>	
CHI St. Joseph Children's Health	Lancaster
<b>TENNESSEE</b>	
CHI Memorial Hospital Chattanooga	Chattanooga
CHI Memorial Hospital Chattanooga Outpatient Pharmacy	Chattanooga
CHI Memorial Hospital Hixson	Hixson
Chattanooga Heart Institute	Chattanooga
CHI Memorial Medical Group	All Locations
<b>TEXAS</b>	
CHI Baylor St. Luke's Medical Center	Houston
CHI St. Luke's Health Hospital at The Vintage	Houston

CHI St. Luke's Health Brazosport Hospital	Lake Jackson
CHI St. Luke's Health Lakeside Hospital	The Woodlands
CHI St. Luke's Health Patients Medical Center	Pasadena
CHI St. Luke's Health Springwoods Village	Spring
CHI St. Luke's Health Sugar Land Hospital	Sugar Land
CHI St. Luke's Health The Woodlands	The Woodlands
CHI St. Joseph Regional Medical Center	Bryan
CHI St. Joseph Health Burleson Hospital	Burleson
CHI St. Joseph Health Grimes Hospital	Navasota
CHI St. Joseph Health Madison Hospital	Madisonville
CHI St. Joseph Health College Station Hospital	College Station
St. Joseph Encompass Health Rehab	Bryan
St. Joseph Skilled Nuring and Rehab	Bryan and Caldwell
CHI St Luke's Health Memorial Lufkin	Lufkin
CHI St Luke's Health Memorial Livingston	Livingston
CHI St Luke's Health Memorial St. Augustine	St. Augustine
CHI St. Luke's Medical Group	All locations
CHI St. Joseph Health Medical Group	All locations
CHI St. Luke's Health Memorial Clinics	All locations
<b>WASHINGTON</b>	
St. Michael Medical Center (formerly Harrison Hospital)	Bremerton & Silverdale
St. Anne Hospital (Formerly Highline Hospital)	Burien
St. Anthony Hospital	Gig Harbor
St. Clare Hospital	Lakewood
St. Elizabeth Hospital	Enumclaw
St. Francis Hospital	Federal Way
St. Joseph Hospital	Tacoma
The former CHI Franciscan Health System	Tacoma
Franciscan Health Medical Group	All locations
Franciscan Hospice and Palliative Care	Tacoma
<b>CHI HEALTH AT HOME</b>	
Albany Area Home Health and Hospice	North Dakota - closed
American Nursing Care	Columbus IN
American Nursing Care	Dayton OH
American Nursing Care	Marion OH
American Nursing Care	Zanesville OH
American-Mercy Home Care	Cincinnati OH
Amerimed Home Infusion	Indianapolis IN
Amerimed Home Infusion	Lexington & Louisville KY
Amerimed Home Infusion	West Chester OH
CHI Franciscan Health at Home	University Place WA
CHI Franciscan Hospice and Palliative Care	Tacoma WA
CHI Health at Home	Breckenridge & Little Falls MN
CHI Health at Home	Bismark Dickinson Valley City
CHI Health at Home	Plainview NE
CHI Health at Home Milford	Cincinnati OH

CHI Health at Home Hospice	Lincoln & Omaha NE
CHI Health at Home Infusion	Omaha NE
CHI Health at Home Home Care	Grand Island Lincoln Omaha NE
CHI Health Pharmacy	Omaha NE
CHI Memorial Health at Home	Chattanooga TN
CHI St. Joseph's Hospice	Park Rapids MN
CHI St. Vincent Health at Home	Hot Springs Little Rock
Community Health at Home	Indianapolis IN
Community Mercy Home Care	Springfield OH
Community Mercy Home Care Pharmacy	West Chester OH
Cornerstone Medical Services (closed)	Cincinnati Columbus & Akron OH
Deaconess Home Health	Evansville IN
Good Samaritan Home Care	Vincennes IN
Good Samaritan Home Care	Lawrenceville IL
Great Plains Rehabilitation Services	Bismarck Dickinson ND
Hospice House University Place	Tacoma WA
Josie Harper Hospice House	Omaha NE
MedQuest Home Medical Equipment	Williston ND
Mercy Home Health	Roseburg OR
Reid Home Health Care	Eaton OH
Reid Home Health Care	Richmond IN
Southeastern Home Care	Barnesville & Cambridge OH
St. Elizabeth Home Care	Florence KY
St. Elizabeth Home Care	Lawrenceburg IN
St. Elizabeth Home Medical Equipment	Lincoln NE
St. Vincent Health at Home	Arkansas
Virginia Mason Franciscan Pharmacy & Home Care	Tacoma WA
VNA Health at Home	Clarksville IN
VNA Health at Home	Bardstown Campbellsville
VNA Health at Home Hospice	Bardstown & London KY
<b>Associated and Former CommonSpirit/CHI Facilities</b>	
Centura Health System	Colorado and Kansas
Jewish Hospital	Louisville KY
Mercy Medical Center Des Moines and Affiliates	Des Moines Iowa
Mercy Home Health Services - Iowa	Iowa
Mercy Hospice Johnston-Iowa	Iowa
St. Clare's Hospital	Denville NJ
St. Joseph Medical Center Reading	Reading PA
University of Louisville Medical Center	Louisville KY