

## Keck Medicine of USC Provides Notice of Data Security Incident

**December 15, 2022** – Keck Medicine of USC (“Keck Medicine”) has learned of a data security incident that may have involved personal and protected health information belonging to certain current and former Keck Medicine patients. This notification provides information about the incident and resources available to assist potentially impacted individuals.

**What Happened?** On September 30, 2022, Keck Medicine learned of unusual activity involving a provider’s email account. Upon discovering this activity, we immediately took steps to secure the account and launched an investigation with the assistance of an independent forensic investigator. The investigation revealed that the provider’s email account was accessed without authorization on September 30, 2022. As a result, Keck Medicine undertook a review of the contents of the email account to determine what, if any, personal or protected health information may have been involved. On November 22, 2022, Keck Medicine learned that the email account contained certain personal and protected health information. Since that time, we have been diligently collecting up-to-date address information needed to notify all potentially affected individuals.

Please note that this unauthorized access was limited to information in a provider’s work email account and did not affect any other Keck Medicine information systems. We are not aware of the misuse of any information that may have been involved in this incident.

**What Information Was Involved?** The following personal and protected health information may have been involved in the incident: name, address, date of birth, Social Security number, patient ID, lab results, provider information, medical diagnosis/treatment information, and/or health insurance information. Social Security numbers may have also been involved for a small number of individuals. Not all data elements were involved for every individual.

**What Is Keck Medicine Doing?** As soon as Keck Medicine discovered this incident, we took the steps described above. Keck Medicine has also assigned the provider additional security awareness training and is working to implement additional technical controls to reduce the likelihood of a similar incident reoccurring.

In addition, Keck Medicine sent notification letters to the potentially impacted individuals on December 15, 2022. These letters include information about steps that individuals can take to protect their information. Since it is possible that there may be insufficient or out-of-date contact information for some individuals, this notice is also being provided via Keck Medicine’s website.

Keck Medicine recommends that individuals follow the recommendations contained within the notification letter and this notice to help protect their information. Keck Medicine has also established a toll-free call center to answer questions about the incident and to address related concerns. Call center representatives are available Monday through Friday from 6 a.m. to 6 p.m. Pacific Time and can be reached at 1-833-814-1789.

**What Can You Do?** Keck Medicine encourages individuals to remain vigilant against incidents of identity theft and fraud, to review account statements and explanations of benefits forms, to monitor free credit reports for suspicious activity, and to detect errors.

The privacy and security of all personal and protected health information is a top priority for Keck Medicine, and we deeply regret any inconvenience or concern this incident may cause.

***While we are not aware of the misuse of any potentially affected individual’s information, we are providing the following information to help those wanting to know more about steps they can take to protect themselves and their personal or protected health information:***

### **What steps can I take to protect my personal information?**

- Please notify your financial institution immediately if you detect any suspicious activity on any of your accounts, including unauthorized transactions or new accounts opened in your name that you do not recognize. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.
- You can request a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To do so, free of charge once every 12 months, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call

toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is listed at the bottom of this page.

- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC's website offers helpful information at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

### **How do I obtain a copy of my credit report?**

You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three agencies:

#### **TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800

[www.transunion.com](http://www.transunion.com)

#### **Experian**

P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742

[www.experian.com](http://www.experian.com)

#### **Equifax**

P.O. Box 740241  
Atlanta, GA 30374  
1-888-548-7878

[www.equifax.com](http://www.equifax.com)

### **How do I put a fraud alert on my account?**

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

### **How do I put a security freeze on my credit reports?**

You have the right to place a security freeze on your credit report. 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 need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or online by following the instructions found at the websites listed below. You will need to provide the following information when requesting a security freeze (note that if you are making a request 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; and (4) address. You may also be asked to provide other personal information such as your email address, 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, display your name and current mailing address, and the date of issue. There is no charge to place, lift, or remove a freeze.

#### **Equifax Security Freeze**

PO Box 105788  
Atlanta, GA 30348  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

#### **Experian Security Freeze**

PO Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

#### **TransUnion (FVAD)**

PO Box 2000  
Chester, PA 19022  
1-800-909-8872  
[www.transunion.com](http://www.transunion.com)

### **What should I do if my family member's information was involved in the incident and is deceased?**

You may choose to notify the three major credit bureaus, Equifax, Experian and TransUnion, and request they flag the deceased credit file. This will prevent the credit file information from being used to open credit. To make this request, mail a copy of your family member's death certificate to each company at the addresses below.

#### **Equifax**

Equifax Information Services  
P.O. Box 105169,  
Atlanta, GA 30348

#### **Experian**

Experian Information Services  
P.O. Box 9701  
Allen, TX 75013

#### **TransUnion**

Trans Union Information  
Services  
P.O. Box 2000  
Chester, PA 19022

### **What should I do if my minor child's information is involved in the incident?**

You can request that each of the three national credit reporting agencies perform a manual search for a minor's Social Security number to determine if there is an associated credit report. Copies of identifying information for the minor and parent/guardian may be required, including birth or adoption certificate, Social Security card and government issued identification card. If a credit report exists, you should request a copy of the report and immediately report any fraudulent accounts to the credit reporting agency. You can also report any misuse of a minor's information to the FTC at <https://www.identitytheft.gov/>. For more information about Child Identity Theft and instructions for requesting a manual Social Security number search, visit the FTC website: <https://www.consumer.ftc.gov/articles/0040-child-identity-theft>. Contact information for the three national credit reporting agencies may be found above.