

FC Compassus, LLC (“Compassus”) is issuing notice of a data security event that may affect the security of information for a limited population of individuals. We are providing information about the event, our response to it, and steps impacted individuals can take to protect against the possibility of identity theft and fraud, should they feel it is appropriate to do so.

What Happened? On April 2, 2024, Compassus became aware of suspicious activity related to an employee email account. Immediate action was taken to secure the account and investigate to determine the nature and scope of the issue with assistance from cybersecurity specialists. The investigation found the email account was logged into by an unauthorized actor on April 2, 2024, which resulted in unauthorized access to one file. In response, we undertook a thorough and time-intensive review of the involved file to identify and notify impacted individuals.

What Information Was Involved? The following types of information were contained with the impacted file: full name, name of referral source, and referral date. Additionally, the following types of information were involved for some, but not all, individuals: date of admission and notes related to admission process status and date of death.

What We Are Doing. Compassus holds the security and privacy of patient information as top priorities. After becoming aware of this event, we quickly contained the unauthorized access to our email account. At the time of the event, we had implemented multifactor authentication for email access. However, as part of our ongoing commitment to data privacy, we are working to review existing policies and procedures and potentially implement additional safeguards as needed. We also reported this incident to the U.S. Department of Health and Human Services Office for Civil Rights.

On May 31, 2024, Compassus mailed notification letters to impacted individuals regarding the event, which included access to 12 months of complimentary credit monitoring and identity protection services through Experian. If you believe you may have been impacted by this event but did not receive a notice letter in the mail, please call our toll-free dedicated assistance line at 1-833-918-8060 8 am – 8 pm CST, Monday through Friday, excluding holidays, and someone can assist with confirming whether you were impacted.

What Affected Individuals Can Do. Potentially impacted individuals are encouraged to remain vigilant against incidents of identity theft by reviewing account statements and explanations of benefits for unusual activity and to report any suspicious activity promptly to your insurance company, health care provider, or financial institution. Additional detail can be found below in the *Steps You Can Take to Help Protect Your Information*.

For More Information. If you have additional questions, please call our toll-free dedicated assistance line at 1-833-918-8060 8 am – 8 pm CST, Monday through Friday, excluding holidays.

Steps You Can Take to Help Protect Your Information

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit 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 consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to 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, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and 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. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.