

SECURITY NOTICE

FAQs

Please call (866) 328-1987 if you have questions.

NOMORECLIPBOARD NOTICE TO INDIVIDUALS OF A DATA SECURITY COMPROMISE

Fort Wayne, Indiana, July 23, 2015 — On behalf of itself and its affected clients, NoMoreClipboard is updating its June 10, 2015 notice of a data security compromise that has affected the security of some personal and protected health information relating to individuals who have used a NoMoreClipboard personal health record or patient portal. *We emphasize that the affected NoMoreClipboard clients have been notified of this data security compromise.*

On May 26, 2015, we discovered suspicious activity in one of our servers. We immediately began an investigation to identify and remediate any identified security vulnerability. Our first priority was to safeguard the security of personal and protected health information, and we have been working with a team of third-party experts to investigate the attack and enhance data security and protection. This investigation is ongoing. On May 26, 2015, we also reported this incident to law enforcement including the FBI Cyber Squad. Law enforcement is actively investigating this matter, and we are cooperating fully with law enforcement's investigation. The investigation indicates this is a sophisticated cyber attack. Our forensic investigation indicates the unauthorized access to our network began on May 7, 2015. Our monitoring systems helped us detect this unauthorized access, and we were able to shut down the attackers as they attempted to access client data.

We are continuing to take steps to remediate and enhance the security of our systems. Remedial efforts include removing the capabilities used by the intruder to gain unauthorized access to the affected systems, enhancing and strengthening password rules and storage mechanisms, increased active monitoring of the affected systems, and intelligence exchange with law enforcement. We have also instituted a universal password reset.

Information compromised

While investigations into this incident are ongoing, we determined the security of some personal and protected health information contained on Medical Informatics Engineering's network has been affected. The affected data relating to individuals who used a NoMoreClipboard portal/personal health record may include an individuals' name, home address, Social Security number, username, hashed password, spousal information (name and potentially date of birth), security question and answer, email address, date of birth, health information, and health insurance policy information.

Notification

On June 2, 2015, we began contacting and mailing notice letters disclosing this incident to affected NoMoreClipboard clients.

On July 17, 2015, we began mailing notice letters to affected individuals for whom we have a valid postal address through U.S. mail, and we expect those letters to be mailed on or before July 25, 2015. Information contained in the notice letter is available at www.NoMoreClipboard.com [notice]. We have also disclosed this incident to certain state and federal regulators and to the consumer reporting agencies.

Identity protection services

As the investigations continue, and out of an abundance of caution, we are offering affected individuals access to two years of credit monitoring and identity protection services at no cost.

Fraud prevention tips

We suggest affected individuals remain vigilant and seek to protect against possible identity theft or other financial loss by regularly reviewing their financial account statements for suspicious activity. We also encourage affected individuals to notify their credit card companies, health care providers, and health care insurers of this data security incident. Affected individuals may also review explanation of benefits statement[s] that they receive from their healthcare provider or health plan. If an affected individual sees any service that he/she believes he/she did not receive, the individual should contact his/her health care provider or health plan at the telephone number listed on the explanation of benefits statement[s]. If an affected individual does not receive regular explanation of benefits statement[s], we suggest he/she contact his/her healthcare provider or health plan and ask that they send a copy after each visit the affected individual makes with his/her health care provider.

We also suggest that affected individuals carefully review their credit reports. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit bureaus. To obtain a free credit report, visit www.annualcreditreport.com (<http://www.annualcreditreport.com>) or call, toll-free, [877] 322-8228.

At no charge, individuals can also have these credit bureaus place a "fraud alert" on their file that alerts creditors to take additional steps to verify the his/her identity prior to granting credit in his/her name. Please note, however, that because it tells creditors to follow certain procedures to protect an individual's credit, it may also delay the ability to obtain credit while the agency verifies the individual's identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on an individual's file. If you wish to place a fraud alert, or you have questions regarding your credit report, you can contact any one of the following agencies: **Equifax**, Consumer Fraud Division, P.O. Box 740256, Atlanta,

GA 30374, [800] 525-6285, www.equifax.com (<http://www.equifax.com>); **Experian**, Consumer Fraud Assistance, P.O. Box 9556, Allen, TX 75013, [888] 397-3742, www.experian.com (<http://www.experian.com>); **TransUnion**, Consumer Relations & Fraud Victim Assistance, 1561 E. Orangethorpe Avenue, Fullerton, CA 92831, [800] 372-8391, www.transunion.com (<http://www.transunion.com>). Information regarding security freezes may also be obtained from these sources.

The Federal Trade Commission (FTC) encourages those who discover that their information has been misused to file a complaint with them. To file a complaint with the FTC, or to obtain additional information on identity theft and the steps that can be taken to avoid identity theft, the FTC can be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580, www.ftc.gov/idtheft (<http://www.ftc.gov/idtheft>), [877] ID-THEFT [877-438-4338]; TTY: [866] 653-4261. This notice has not been delayed because of law enforcement; however, instances of known or suspected identity theft should be reported to local law enforcement, your state Attorney General, and the FTC. State Attorneys General may also have advice on preventing identity theft. Individuals can also learn more about placing a fraud alert or security freeze on their credit files by contacting the FTC or state Attorney General. For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, [919] 716-6400, www.ncdoj.gov (<http://www.ncdoj.gov>). For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, [888] 743-0023, www.oag.state.md.us (<http://www.oag.state.md.us>). For Kentucky residents, the Attorney General can be contacted at 700 Capitol Avenue, Suite 118, Frankfort, KY 40601-3449, [502] 696-5389, www.ag.ky.gov (<http://www.ag.ky.gov>). For Indiana residents, the Attorney General can be contacted at 302 W. Washington Street, Indianapolis, IN 46204, [317] 232-6201, www.in.gov (<http://www.in.gov>).

Security freeze

Under MA and WV law, affected individuals have the right to obtain any police report filed 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. Under MA and WV law, you may place a security freeze on your credit reports. A security freeze prohibits a credit reporting agency from releasing any information from your credit report without your written authorization. However, please be advised 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.

If you have been a victim of identity theft, and provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 in MA and \$5.30 in WV each to place, temporarily lift, or permanently remove a security freeze. To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies. In order to request a security freeze, you will need to provide the following information:

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, provide the addresses where you have lived over the prior 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, military identification, etc.);
7. 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;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving a request to place a security freeze on a credit file report. The credit bureaus must also send written confirmation to the individual within five (5) business days and provide individual with a unique personal identification number (PIN) or password, or both, that can be used to authorize the removal or lifting of the security freeze. To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (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 or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to remove the security freeze.

Toll-free hotline

We have established a confidential, toll free hotline to assist affected individuals with questions regarding the incident, their affected personal and protected health information, their affected healthcare provider[s], and the identity monitoring and protection services we are making available. The hotline can be reached at (866) 328-1987, Monday through Friday, 9:00 a.m. to 9:00 p.m. Eastern Time, except for holidays. If you would like to confirm whether you are affected by this incident, you may call our hotline. Updates regarding this incident, our investigation and steps individuals may take to protect themselves from identity theft and fraud will be available on [www.NoMoreClipboard.com \(providers/info/how-do-i-get-my-medical-records-transferred/\)](http://www.NoMoreClipboard.com/providers/info/how-do-i-get-my-medical-records-transferred/) and through our toll free hotline. Questions regarding the incident should not be directed to your healthcare provider[s] as they may not be able to answer your questions.

Affected entities

Physician practices, hospitals, and other organizations work with NoMoreClipboard to offer patient portals and personal health records which enable consumers to access and manage health information online. Individuals who use patient portals or personal health records offered by the following entities may be affected by this cyber attack. Individual notice letters have been sent to affected individuals for whom we have a valid mailing address. Affected organizations include:

Advanced Cardiac Care

Advanced Foot Specialists

All About Childrens Pediatric Partners, PC

Allen County Dept of Health

Allied Physicians, Inc. d/b/a Fort Wayne Neurological Center (including Neurology, Physical Medicine and Neurosurgery)

Altagracia Medical Center

Anderson Family Medicine

Arkansas Otolaryngology, P.A.
Auburn Cardiology Associates
Basedow Family Clinic Inc.
Bastrop Medical Clinic
Batish Family Medicine
Beaver Medical
Boston Podiatry Services PC
Brian Griner M.D.
Brightstarts Pediatrics
Burnsville Medical Center
Capital Rehabilitation
Cardiovascular Consultants of Kansas
Carl Gustafson OD
Carolina Gastroenterology
Carolina Kidney & Hypertension Center
Carolinas Psychiatric Associates
Center for Advanced Spinal Surgery
Chang Neurosurgery & Spine Care
Cheyenne County Hospital
Children's Clinic of Owasso, P.C.
Clara A. Lennox MD
Claude E. Younes M.D., Inc.
CMMC
Coalville Health Center
Cornerstone Medical and Wellness, LLC
Cumberland Heart
David A. Wassil, D.O.
David M Mayer MD
Dr. Alicia Guice
Dr. Anne Hughes
Dr. Buchele
Dr. Clark
Dr. Harvey
Dr. John Labban
Dr. John Suen
Dr. Puleo
Dr. Rajesh Rana
Dr. Rustagi
Dr. Schermerhorn
Dr. Shah
Ear, Nose & Throat Associates, P.C.
East Carolina Medical Associates
Eastern Washington Dermatology Associates
Ellinwood District Hospital
Family Care Chiropractic Center
Family Practice Associates of Macomb

Family Practice of Macomb
Floyd Trillis Jr., M.D.
Fredonia Regional Hospital
Fremont Family Medicine
Generations Primary Care
Grace Community Health Center, Inc.
Grisell Memorial Hospital
Harding Pediatrics LLP
Harlan County Health System
Health Access Program
Heart Institute of Venice
Henderson Minor Outpatient Medicine
Henry County Hospital myhealth portal
Highgate Clinic
Hobart Family Medical Clinic
Howard Stierwalt, M.D.
Howard University Hospital
Hudson Essex Nephrology
Huntington Medical Associates
Huntington Medical Group
Hutchinson Regional Medical Center
Idaho Sports Medicine Institute
In Step Foot & Ankle Specialists
Independence Rehabilitation Inc
Indiana Endocrine Specialists
Indiana Internal Medicine Consultants
Indiana Ohio Heart
Indiana Surgical Specialists
Indiana University
Indiana University Health Center
Indianapolis Gastroenterology and Hepatology
Internal Medicine Associates
IU — Northwest
Jackson Neurosurgery Clinic
James E. Hunt, MD
Jasmine K. Leong MD
Jewell County Hospital
John Hiestand, M.D.
Jonathan F. Diller, M.D.
Jubilee Community Health
Kardous Primary Care
Keith A. Harvey, M.D.
Kenneth Cesa DPM
Kings Clinic and Urgent Care

Kiowa County Memorial Hospital
Kristin Egan MD
Lakeshore Family Practice
Lane County Hospital
Logan County Hospital
Margaret Mary Health
Masonboro Urgent Care
McDonough Medical Group Psychiatry
Medical Care, Inc.
Medical Center of East Houston
Medicine Lodge Memorial Hospital
MedPartners
MHP Cardiology
Michael Mann, MD, PC
Michelle Barnes Marshall, P.C.
Michiana Gastroenterology, Inc.
Minneola District Hospital
Mora Surgical Clinic
Moundridge Mercy Hospital Inc.
myhealthnow
Nancy L. Carteron M.D.
Naples Heart Rhythm Specialists
Nate Delisi DO
Neighborhood Health Clinic
Neosho Memorial Regional Medical Center
Neuro Spine Pain Surgery Center
Norman G. McKoy, M.D. & Ass., P.A.
North Corridor Internal Medicine
Nova Pain Management
Novapex Franklin
Oakland Family Practice
Oakland Medical Group
Ohio Physical Medicine & Rehabilitation Inc.
On Track For Life
Ottawa County Health Center
Pareshchandra C. Patel MD
Parkview Health System, Inc. d/b/a Family Practice Associates of Huntington
Parkview Health System, Inc. d/b/a Fort Wayne Cardiology
Parrott Medical Clinic
Partners In Family Care
Personalized Health Care Of Tucson
Phillips County Hospital
Physical Medicine Consultants
Physicians of North Worchester County
Precision Weight Loss Center
Primary & Alternative Medical Center

Prince George's County Health Department
Rebecca J. Kurth M.D.
Relief Center
Republic County Hospital
Ricardo S. Lemos MD
Richard A. Stone M.D.
Richard Ganz MD
River Primary Care
Rolando P. Oro MD, PA
Ronald Chochinov
Sabetha Community Hospital
Santa Cruz Pulmonary Medical Group
Santone Chiropractic
Sarasota Cardiovascular Group
Sarasota Center for Family Health Wellness
Sarasota Heart Center
Satanta District Hospital
Saul & Cutarelli MD's Inc.
Shaver Medical Clinic, P. A.
Skiatook Osteopathic Clinic Inc.
Sleep Centers of Fort Wayne
Smith County Hospital
Smith Family Chiropractic
Somers Eye Center
South Forsyth Family Medicine & Pediatrics
Southeast Rehabilitation Associates PC
Southgate Radiology
Southwest Internal Medicine & Pain Management
Southwest Orthopaedic Surgery Specialists,PLC
Stafford County Hospital
Stephen Helvie MD
Stephen T. Child MD
Susan A. Kubica MD
Texas Childrens Hospital
The Children's Health Place
The Heart & Vascular Specialists
The Heart and Vascular Center of Sarasota
The Imaging Center
The Johnson Center for Pelvic Health
The Medical Foundation, My Lab Results Portal
Thompson Family Chiropractic
Trego County Hospital
Union Square Dermatology
Volunteers in Medicine
Wells Chiropractic Clinic
Wichita County Health Center

William Klope MD
Wyoming Total Health Record Patient Portal
Yovanni Tineo M.D.
Zack Hall M.D.

We take the security of health information very seriously and understand that such incidents cause real concern. We apologize sincerely and thank our customers for their continued loyalty and patience as we work through this challenge.

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