

<<First Name>> <<Last Name>>

<<Address1>> <<Address2>>

<<City>>, <<State>> <<Zip>>

February 7, 2023

Notice of Data Breach

Dear <<First Name>> <<Last Name>>,

What Happened

The Center for Autism and Related Disorders (“CARD”) deeply values its patient relationships and is devoted to safeguarding the privacy and security of its patients’ information. CARD recently discovered that, as part of a recent update to its patient billing systems, the third-party vendor responsible for generating patient invoices incorrectly made a computer error which resulted in certain caregivers receiving an invoice for services for an unrelated patient.

What Information Was Involved

The information generated on the billing invoice included patient name, CARD internal reference number and payment history (insurance payments, patient payments, adjustments, account balance). No credit card, debit card, or banking information was revealed. Further, no personally identifiable data such as social security number, address, phone number, or email address were revealed.

What We Are Doing

Upon learning of this incident, CARD immediately commenced an investigation for the purpose of determining its scope, the impact on its information systems, and the identities of those potentially affected. Fortunately, CARD has confirmed that this error only impacted January 2023 billing statements for patient cost-sharing amounts. No other statements were affected. In addition, the specific software defect in the billing system has now been fixed by our third-party vendor and we continue to work with them to install additional controls and monitoring in place to eliminate similar issues going forward. While these types of incidents are not always completely preventable, we continue to strengthen and improve our security processes and procedures.

What You Can Do

To the extent that you were one of the families who received the incorrect patient statement, we would kindly ask that you destroy the document by completely shredding it and properly disposing of it in your trash receptacle.

For More Information

Again, at this time, there is no evidence that your information has been misused. CARD has partnered with IDX, a company that helps to protect consumer privacy. IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information. They can be reached at 1-800-939-4170. IDX representatives are available Monday through Friday from 6 am - 6 pm Pacific Time.

Sincerely,

A handwritten signature in black ink, appearing to read 'JW', with a stylized flourish at the end.

Jennifer Webster
The Center For Autism and Related Disorders, LLC

(Enclosure)