



5050 Research Ct. #800
Suwanee, GA 30024
678-749-7600
www.mindmotioncenters.com

November 29th, 2018

RE: Patient Breach Notification

Dear Patient(s):

We are sending this letter to you as part of Mind and Motion Developmental Centers of Georgia's (Mind and Motion, LLC) commitment to patient privacy. While we take your privacy very seriously in our standard operating procedures, we recently experienced a security breach on our company server that holds patient records. On September 30th, 2018, it was discovered that the company server had been corrupted by ransomware. We have learned that your personal information potentially including: name, address, birthday, gender, medical history, social security number, medical diagnosis, insurance information, and medical records may have been compromised.

Immediately after the server attack, we hired a compliance consulting firm to make sure we are in compliance with all HIPAA rules and regulations and to assist while reporting the breach to the U.S. Department of Health & Human Services. TeamLogic IT was also brought in to recover the lost data, analyze how the server was accessed and to further tighten security protocols moving forward. According to the security breach reported provided by TeamLogic IT, it was also discovered that an inactive keylogger and spam emailer had been installed. No other serious virus or malware programs were readily visible. These programs and the associated accounts were removed. Other minor malware was found and removed. It did not appear that any of the malware found had access to any of our scheduling, electronic billing, or patient financial accounts. Credit Card information was not compromised. As the post-incident action plan, the following recommendations were implemented:

1. All passwords for all accounts used in the office were changed. Passwords were required to be higher in complexity. A policy was put in place to force password changes on a more regular basis as well as when business events warrant them.
2. All business computers and servers should continue to have regularly scanning and updating professional antivirus / antimalware software.
3. All computers on site will be encrypted.
4. All email accounts associated with the business domain should have the latest SPAM protection to prevent common methods of phishing.
5. Staff-wide HIPAA training will be performed within the next 30 days administered by compliance consulting firm.

We have not heard of any of our patients experiencing any inconvenience or any way in which their data has been used or accessed for use and we do not have any evidence to expect that it will have any negative effects for you. However, we highly recommend that you freeze your credit. Credit freezes are one of the most effective ways for consumers to protect themselves against identity theft. Please use the following links to freeze your credit for free:

TransUnion: <https://www.transunion.com/credit-freeze>

Equifax: <https://www.equifax.com/personal/credit-report-services/>

Experian: <https://www.experian.com/ncaonline/freeze>

We are keenly aware of how important your personal information is to you. We sincerely apologize and regret that this situation has occurred. Mind and Motion Developmental Centers of Georgia is committed to providing quality care, including protecting your personal information, and we want to assure you that we have policies and procedures to protect your privacy.

If you have any questions, please contact us by phone at 678-749-7600.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Cantor". The signature is fluid and cursive, with a large initial "D" and a stylized "C" at the end.

David Cantor
Practice Administrator
Privacy Officer