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September 28, 2020

VIA ONLINE SUBMISSION

Maine State Attorney General's Office
SECURITY BREACH NOTIFICATION
Consumer Protection Division
111 Sewall Street, 6th Floor
Augusta, ME 04330
Email: breach.security@maine.gov

Re: Notice of Data Security Incident

Dear Attorney General Frey:

Lewis Brisbois Bisgaard & Smith LLP ("Lewis Brisbois") represents Preferred Care Home Health Services ("Preferred Care"), a provider of home health care services located in Naples, Florida, in connection with a recent data security incident described in greater detail below. Preferred Care has taken steps to notify individuals potentially impacted in connection with this incident and to minimize the likelihood of a similar incident occurring in the future.

1. Nature of the security incident.

On April 30, 2020, Preferred Care detected unusual email account activity. Upon discovering this activity, Preferred Care immediately took steps to secure its email system and launched an investigation. Preferred Care engaged a leading, independent computer forensics firm to determine what happened and whether sensitive information was accessed or acquired without authorization. The investigation confirmed that a limited number of employee email accounts were accessed without authorization between approximately January 13, 2020 and April 27, 2020. Preferred Care then engaged a data review firm to review the contents of the accounts and learned on August 4, 2020 that the accounts contained some personal information which may have been accessed by an unauthorized actor. Preferred Care then worked diligently through August 28, 2020 to identify current mailing address information needed to notify potentially affected individuals. On September 28, 2020, Preferred Care provided notification of this incident to the U.S. Department of Health and Human Services' Office for Civil Rights pursuant to the HIPAA Breach Notification Rule.

2. Number of Maine residents potentially affected.

Preferred Care notified three (3) Maine residents of this data security incident via first class U.S. mail on September 28, 2020. Of those, one (1) Maine resident is being notified pursuant to Me. Rev. Stat. Tit. 10 §§ 1346 – 1350-B, because the resident's personal information may have been involved. The personal information that may have been accessed without authorization includes one (1) resident's name and Social Security number. Notification letter sample copies are included with this submission.

3. Steps taken relating to the incident.

When Preferred Care discovered this incident, it took steps to secure the impacted employee email accounts

and launched an investigation to determine what happened and whether personal information had been accessed without authorization. Preferred Care has also implemented additional safeguards to help ensure the security of its email environment and to reduce the risk of a similar incident occurring in the future. In addition, Preferred Care reported this matter to the Federal Bureau of Investigation and will fully cooperate with any investigation.

Preferred Care has established a toll-free call center through Kroll, a leader in risk mitigation and response, to answer any questions about the incident and address related concerns. In addition, while Preferred Care is not aware of the misuse of any information as a result of this incident, out of an abundance of caution, Preferred Care is also providing complimentary credit monitoring and identity theft restoration services through Kroll to individuals whose Social Security numbers were potentially involved.

4. Contact information.

Preferred Care is committed to the security of all information within its possession. If you have any questions or need additional information, please do not hesitate to contact me at 214.722.7141 or via email at Lindsay.Nickle@lewisbrisbois.com.

Best regards,

A handwritten signature in black ink, appearing to read "LB Nickle".

Lindsay B. Nickle of
LEWIS BRISBOIS BISGAARD & SMITH LLP

Encl.: Sample Individual Notification Letters