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July 5, 2022

VIA WEBSITE PORTAL

Attorney General Aaron Frey
Office of the Attorney General
Consumer Protection Division
Security Breach Notification
111 Sewall Street, 6th Floor
Augusta, ME 04330
Email: breach.security@maine.gov

Re: Notice of Data Security Incident

Dear Attorney General Frey:

We represent Southwest Health Center ("Southwest Health"), a nonprofit community healthcare provider headquartered in Platteville, Wisconsin. This letter is being submitted because the personal information of five (5) Maine residents may have been involved in a recent data security incident experienced by Southwest Health. This includes three (3) individuals whose Social Security numbers were involved and two (2) individuals who received notification under HIPAA. Thus, the incident may have involved unauthorized access to, and acquisition of, the name and Social Security numbers, clinical or treatment information, and/or dates of birth of these individuals.

On January 11, 2022, Southwest Health detected unusual activity in its network environment. Upon discovering this activity, Southwest Health took steps to secure its network and launched an investigation with the assistance of a leading, independent forensics firm engaged to determine what happened and whether sensitive information was accessed or acquired without authorization during the course of the incident. As a result of the investigation, Southwest Health learned that certain of its folders had been accessed and acquired without authorization. Southwest Health then retained experts to conduct a comprehensive review of the contents of those files, which was completed on May 27, 2022, and determined that the impacted systems contained personal information belonging to certain individuals. Southwest Health then worked diligently to identify current address information required to provide notification.

In response to the incident, Southwest Health notified the Federal Bureau of Investigation and has cooperated with law enforcement efforts. Further, Southwest Health notified potentially affected residents in your State of this incident via U.S. First-Class Mail on July 5, 2022, a sample letter of which is attached. In so doing, Southwest Health offered 12 months of complimentary credit monitoring and identity theft restoration services through IDX. These services include Credit Monitoring, Identity Restoration, and \$1 Million Identity Theft Insurance.

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Please do not hesitate to contact me should you have any questions.

Best regards,

A handwritten signature in cursive script, appearing to read "Laura K. Funk".

Laura K. Funk of
LEWIS BRISBOIS BISGAARD & SMITH LLP

Encl: Sample Adult Consumer Notification Letter