



October 18, 2019

Subject: Notice of Data Security Event

Dear

Despite being named in the top quartile for data security readiness by a third party firm, Kalispell Regional Healthcare (KRH) was recently the victim of a highly sophisticated attack on our information technology systems. This data security event may have involved your personal information. Safeguarding our patients and their personal information is a top priority, and we want you to be aware of what happened and how we have addressed it. Most importantly, we want to protect you as best we can by offering you twelve (12) months of identity monitoring services at no cost.

What happened? This summer we discovered that several employees were victims of a well-designed email that led them to unknowingly provide their KRH login credentials to malicious criminals. We immediately disabled their accounts, notified federal law enforcement, and launched an investigation, which was performed by a nationally-recognized digital forensics firm, to determine whether any personal information was affected. On August 28, 2019, we learned that some patients' personal information may have been accessed without authorization. A deeper investigation determined that your personal information may have been accessed as early as May 24, 2019.

What information was involved? Different information may have been involved for each person. The information may have involved your name, address, medical record number, date of birth, telephone number, email address, medical history and treatment information, date of service, treating/referring physician, medical bill account number and/or health insurance information.

What are we doing? Although there is no indication that the information was misused, we are offering you 12 months of identity monitoring services at no charge as an extra precaution. In addition, we have taken further steps to revise procedures that will minimize the risk of a similar event from happening again.

What you can do: You can follow the steps recommended on the following page to further protect your personal information. In addition, you can enroll in the complimentary identity monitoring services that we are offering for 12 months. The services include identity monitoring, fraud consultation, and identity theft restoration.

For More Information: If you have questions or need assistance, please call our designated help line at Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time. Please have your membership number ready.

We are committed to protecting the privacy of our patients and have taken steps to prevent similar events from occurring in the future. In addition, we will work with the authorities to hold the perpetrators accountable for this attack against your privacy.

Our relationship with our patients is our most valued asset. I want to personally express my deepest regret for any inconvenience that these criminal actions may cause you and your family.

Sincerely,

A handwritten signature in black ink, appearing to read "Craig Lambrecht".

Craig Lambrecht, MD
President & CEO
Kalispell Regional Healthcare