



June 6, 2019

Dear Patient:

We are contacting you about a data breach involving patients' protected health information from the Shingle Springs Health & Wellness Center.

**What Happened?**

On April 7, 2019, we discovered that the Shingle Springs Health & Wellness Center's server infrastructure was a victim of ransomware. This ransomware encrypted files which rendered our systems inoperable and prohibited clinic staff from accessing them. Although we are unaware of any actual or attempted misuse of any personal information, we are providing this notice to individuals out of an abundance of caution.

**What Information Was Involved?**

Files containing protected health information were involved. This information includes names, addresses, social security numbers, telephone numbers, health insurance/payer information, provider(s) name, date of service, amount paid/owed, and diagnosis codes.

**What We Are Doing**

We immediately notified Indian Health Service, California Area, and reported this to the Federal Bureau of Investigation. We have installed all new servers, fast tracked system upgrades for all departments, and updated all work stations.

**What You Can Do**

We recommend that you monitor your credit accounts through the three credit bureaus. You are entitled to a free credit report every year from each of these agencies. To order your report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 877-322-8228.

**Equifax**

P.O. Box 740241  
Atlanta, GA 30374  
888-766-0008

**Experian**

P.O. Box 2104  
Allen, TX 75013  
888-397-3742

**TransUnion**

P.O. Box 2000  
Chester, PA 19022  
800-680-7289

**Next Step of Identity Protection**

As an additional precaution, we have arranged to provide you with 12 months of complimentary credit monitoring through MyIDCare. This service starts Wednesday, June 12, 2019.

**For More Information**

We appreciate that you entrust us with your health care. Rest assured that we take this breach very seriously. If you have additional questions, or to set up your free credit monitoring, please call our dedicated assistance line at 800-387-5388 from 5 am - 5 pm Pacific Time, Monday through Friday, except holidays. The enrollment URL is:

<https://app.myidcare.com/account-creation/protect>. The enrollment code is SSBMIBR.

Sincerely,

Regina Cuellar  
Tribal Chairperson