

Blackbaud Cybersecurity Event May Have Affected Atrium Health Patient Information

Atrium Health is committed to improving health, elevating hope, and advancing healing – for all. We do this through many valuable initiatives, including offering new lifesaving services to the most vulnerable patients in our children’s hospitals and increasing access to our world-class cancer network and other service lines. We could not accomplish this alone and are grateful for the many patients and donors who help us fulfill our mission.

To support our philanthropic efforts, we - like thousands of other non-profit, academic, and health care institutions across the country - use relationship management software from a company called Blackbaud. On July 16, 2020, Blackbaud notified us that it discovered a ransomware attack on its systems that may have involved personal information belonging to some of our patients.

Individuals affected by this incident are being mailed notices. We are posting this notice on our website because we may not have current contact information for some individuals.

What Happened at Blackbaud?

On May 14, 2020, Blackbaud discovered that an unauthorized party accessed its systems. Blackbaud’s investigation determined that the unauthorized access occurred from February 7, 2020 to May 20, 2020. Shortly after discovering the attack, Blackbaud locked the cybercriminals out of its systems. During the period of access, however, the cybercriminals were able to remove a copy of a back-up database that included information belonging to numerous Blackbaud clients. Unfortunately, Atrium Health was one of those clients.

Blackbaud paid the cybercriminals a ransom to delete the data. Blackbaud also hired a third-party firm to monitor for any misuse or public posting of the impacted dataset and indicates that it has not seen any evidence that the information still exists or is being misused. Finally, Blackbaud has confirmed it has identified and fixed the vulnerability associated with the incident and is accelerating its efforts to further protect the security of its environment through additional enhancements. To read more about Blackbaud’s response, see www.blackbaud.com/securityincident.

What Information Was Affected?

Atrium Health takes privacy and security very seriously. As soon as we received notice from Blackbaud, we immediately began our own investigation to determine what, if any, personal information was potentially impacted. On August 12, 2020, we were able to determine that individuals’ personal information may have been included in the affected back-up database at Blackbaud. Based on our review of the database, the personal information affected may have included a patient’s first and last name and contact information (such as home address, phone number and email), certain demographic information (including date of birth, guarantor information, decedent status (if applicable) and internally generated patient ID numbers), the dates of treatment, the locations of service and the name of the treating physician. For individuals who are minors, the information may have also included the name and relationship of their guarantor, such as a parent or guardian. If the patient made a donation to support Atrium Health, the date and amount of the donation may have also been included.

It is important to note that the affected information did not include any Social Security numbers, credit card information or bank account information. Blackbaud does not and did not have any access to medical records nor to any information about patient prognosis, medications, or test results.

Even though this incident occurred solely at Blackbaud and not at Atrium Health, we are reviewing our own security safeguards as a precaution and remain vigilant for similar types of incidents. We take this matter very seriously and are reviewing our relationship with Blackbaud.

Available Resources and Information

Patients may call a toll-free call center at 1-888-498-0914 if they have questions or would like additional information. The call center is available Monday through Friday from 9 a.m. to 6:30 p.m. Eastern Time, excluding holidays.

Although Social Security numbers, bank account and credit card information were not involved in this incident, individuals may wish to proactively monitor their account statements, bills and notices for any unusual activity and to promptly report any concerns. The attached Reference Guide provides information about how to obtain free credit reports, fraud alerts or security freezes and the contact information for the major credit bureaus.

We sincerely apologize for this incident at Blackbaud and any concern or inconvenience it may cause.

This substitute notice and toll-free number will remain active for at least 90 days.

Reference Guide

Order Your Free Credit Report

To order your free annual credit report, visit www.annualcreditreport.com, call toll-free at (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three credit bureaus provide free annual credit reports only through the website, toll-free number or request form.

Place a Fraud Alert on Your Credit File

To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect against the possibility of an identity thief opening new credit accounts in your name. When a credit grantor checks the credit history of someone applying for credit, the credit grantor gets a notice that the applicant may be the victim of identity theft. The alert notifies the credit grantor to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free fraud numbers provided below. You will reach an automated telephone system that allows flagging of your file with a fraud alert at all three credit bureaus.

Equifax

P.O. Box 105069
Atlanta, Georgia
30348

800-525-6285

www.equifax.com

Experian	P.O. Box 2002 Allen, Texas 75013	888-397-3742	www.experian.com
TransUnion	P.O. Box 2000 Chester, PA 19016	800-680-7289	www.transunion.com

Security Freezes

You have the right to request a credit freeze from a consumer reporting agency, free of charge, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit.

Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit bureau. To place a security freeze on your credit report you must contact the credit reporting agency by phone, mail or secure electronic means and provide proper identification of your identity. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

Below, please find relevant contact information for the three consumer reporting agencies:

Equifax Freeze	Security	P.O. Box 105788 Atlanta, GA 30348	800-685-1111	www.equifax.com
Experian Freeze	Security	P.O. Box 9554 Allen, TX 75013	888-397-3742	www.experian.com
TransUnion		P.O. Box 160 Woodlyn, PA 19094	888-909-8872	www.transunion.com

Once you have submitted your request, the credit reporting agency must place the security freeze no later than one business day after receiving a request by phone or secure electronic means, and no later than three business days after receiving a request by mail. No later than five business days after placing the security freeze, the credit reporting agency will send you confirmation and information on how you can remove the freeze in the future.