

Notice regarding Privacy Incident

Front Range Dermatology Associates, PC (“FRDA”) is notifying patients about a breach of certain personal health information that occurred on January 12, 2018. FRDA discovered on January 12 that a recently terminated employee of FRDA improperly acquired, through another employee, a six-month cost report that listed patients seen in the clinic by the former employee for whom payment was received in that six-month period. Not all FRDA patients had information involved.

The type of information in the cost report included involved patients’ full names, FRDA medical record numbers, dates of services, CPT billing codes for the types of services provided, the names of insurance companies (or indication if a patient paid out of pocket), and the dates and amounts of payments. The information did NOT include any social security numbers, addresses, dates of birth, insurance ID numbers, credit/debit card numbers or any bank account information.

FRDA investigated the incident and promptly terminated the employee who inappropriately provided the cost report to the former employee. FRDA demanded in writing that both former employees delete and destroy all copies of the report containing patients’ information. FRDA believes that the report was taken by the former employee to attempt confirmation of compensation owed or for future contact with patients at a different medical practice. FRDA reported the incident to law enforcement. Additionally, to strengthen the safeguards FRDA already had in place before the incident, FRDA implemented additional restrictions on access to reports in its computer system and provided additional mandatory training to all its employees on privacy and security of patient information.

Although no social security numbers, addresses, dates of birth, insurance ID numbers, or credit/debit card or bank account information were taken, FRDA encourages its involved patients to regularly review and closely monitor financial account statements and explanation of benefits (EOBs) from health insurers. If patients identify services they did not receive or accounts, charges or withdrawals they did not authorize, they should contact and report to the involved company or credit-reporting agency immediately to follow procedures to freeze transactions or accounts, obtain new cards, and/or challenge any unauthorized purchases.

As an added precaution, FRDA has arranged through data breach services company, Epiq, for FRDA’s involved patients to be able to enroll, at no charge, in 12 months of an online credit monitoring service. Information about the services is included in notice letters that FRDA mailed to involved patients on March 7, 2018. FRDA patients may also call the Epiq call center, toll free, at **1-877-553-7039** to find out more about the services if the patient’s information was involved. To take advantage of the credit monitoring service, involved patients will need to enroll no later than June 30, 2018.

FRDA encourages its patients who believe their information may have been involved to contact the Epiq call center, toll free, **1-877-553-7039**, for answers to questions or for more information about the incident. The toll -free call center is available Monday through Friday between 7 am and 7 pm, Mountain Time (closed on U.S observed holidays) until early June 2018.