

October 11, 2024

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Via Email Only: Consumer_protection@ag.idaho.gov

Attorney General Raúl Labrador

Attorney General's Office
Consumer Protection Division
P.O. Box 83720
Boise, ID 83720-0010

Re: Cybersecurity Incident Involving Texas Spine Consultants ("TSC")

Dear Attorney General Labrador:

Wilson Elser Moskowitz Edelman and Dicker LLP ("Wilson Elser") represents Texas Spine Consultants ("TSC"), a full-service orthopedic center specializing in all conditions that affect the spine with two (2) locations throughout Texas, with its headquarters located at located at 17051 Dallas Pkwy, Suite 400 Addison, TX 75001, with respect to a recent cybersecurity incident that was first discovered by TSC on May 13, 2024 (hereinafter, the "Incident"). TSC takes the security and privacy of the information in its control very seriously, and has taken steps to prevent a similar incident from occurring in the future.

This letter will serve to inform you of the nature of the Incident, what information may have been compromised, the number of Idaho residents being notified, and the steps that TSC has taken in response to the Incident. We have also enclosed hereto a sample of the notification that will be mailed to the potentially impacted individuals, which includes an offer of free credit monitoring services.

1. Nature of the Incident

On or about May 13, 2024, TSC detected unusual activity with one of its employee's email accounts. Upon discovery of this incident, TSC promptly engaged a specialized third-party cybersecurity firm and IT vendor to assist with securing the email account in question, as well as to conduct a comprehensive forensic investigation to determine the nature and scope of the incident. The forensics investigation determined that certain patient data contained in the email account was accessible by an unauthorized actor.

Based on the findings of the forensic investigation, TSC engaged a third party to conduct a comprehensive review of the contents of the email account to identify specific individuals and types of information that may have been impacted. This data mining process was completed on September 5, 2024. Since that time, TSC has been thoroughly reviewing its files to obtain the last known addresses for the affected individuals and to remove duplicates from the list.

55 West Monroe Street, Suite 3800 • Chicago, IL 60603 • p 312.704.0550 • f 312.704.1522

Alabama • Albany • Atlanta • Austin • Baltimore • Beaumont • Boston • Chicago • Dallas • Denver • Edwardsville • Garden City • Hartford • Houston
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New York • Orlando • Philadelphia • Phoenix • San Diego • San Francisco • Sarasota • Stamford • Virginia • Washington, DC • Wellington • White Plains

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Based on the review of the impacted email account, it is possible that individuals' full name; limited health and insurance information may have been exposed as a result of this unauthorized activity. **The information did not include patient social security numbers, driver's license numbers, financial account information, or credit or debit card information.**

Please note that not all individuals had the same information potentially impacted by the incident.

As of this writing, TSC has not received any reports of related identity theft since the date of the incident (May 13, 2024, to present).

2. Number of Idaho residents affected.

A total of four (4) Idaho resident(s) may have been potentially affected by this incident. Notification letters to these individuals were mailed on October 11, 2024, by first class mail. A sample copy of the notification letter is included with this letter under **Exhibit A**.

3. Steps taken in response to the Incident.

TSC takes the security of patient information very seriously, and has taken steps to prevent a similar event from occurring in the future. Since the discovery of the incident, TSC moved quickly to investigate, respond, and confirm the security of our systems. Specifically, TSC engaged a specialized cybersecurity firm and IT personnel to conduct a forensic investigation to determine the nature and scope of the incident. Additionally, TSC changed all user credentials, trained or retrained workforce members, enhanced the security measures (including MFA), and took steps and will continue to take steps to mitigate the risk of future harm.

TSC also offered twelve (12) months of complimentary credit monitoring and identity theft restoration services through IDX to all individuals to help protect their identity. Additionally, TSC provided guidance on how to better protect against identity theft and fraud, including providing information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and the contact details for the Federal Trade Commission.

4. Contact information

TSC remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at Anjali.Das@WilsonElser.com or 312-821-6164.


Very truly yours,

Wilson Elser Moskowitz Edelman & Dicker LLP



Anjali C. Das

EXHIBIT A


Texas Spine
Consultants, LLP
P.O. Box 989728
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>
<<Country>>

Enrollment Code: <<ENROLLMENT>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

October 11, 2024

Re: Data Security Incident – Texas Spine Consultants

Dear <<First Name>> <<Last Name>>,

Texas Spine Consultants (“TSC”) is writing to inform you of a recent data security incident that may have resulted in unauthorized access to your sensitive personal information. We are providing you with details about the incident, steps we are taking in response, and resources available to help you protect against the potential misuse of your information.

What Happened? On or about May 13, 2024, Texas Spine Consultants detected unusual activity with one of its employee’s email accounts. Upon discovery of this incident, TSC promptly engaged a specialized third-party cybersecurity firm and IT vendor to assist with securing the email account in question, as well as to conduct a comprehensive forensic investigation to determine the nature and scope of the incident. The forensics investigation determined that certain patient data contained in the email account was accessible by an unauthorized actor.

Based on the findings of the forensic investigation, TSC engaged a third party to conduct a comprehensive review of the contents of the email account to identify specific individuals and types of information that may have been impacted. This data mining process was completed on September 5, 2024. Since that time, TSC has been thoroughly reviewing its files to obtain the last known addresses for the affected individuals and to remove duplicates on the list. On October 4, 2024, TSC finalized the list of individuals to notify.

What Information Was Involved? Based on the investigation, the following information related to you may have been subject to unauthorized access: name; <<Variable Text 1>>. **The information did not include patient social security numbers, driver’s license numbers, financial account information, or credit or debit card information.**

What We Are Doing. TSC takes the security of patient information very seriously, and has taken steps to prevent a similar event from occurring in the future. Since the discovery of the incident, TSC moved quickly to investigate, respond, and confirm the security of our systems. Specifically, TSC engaged a specialized cybersecurity firm and IT personnel to conduct a forensic investigation to determine the nature and scope of the incident. Additionally, TSC changed all user credentials, trained or retrained workforce members, enhanced the security measures (including MFA), and took steps and will continue to take steps to mitigate the risk of future harm.

In light of the incident, TSC is providing you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge. These services provide you with alerts for [REDACTED] months from the date of enrollment when changes occur to your credit file. A notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be

provided by IDX, specializing in fraud assistance and remediation services. While we are covering the cost of these services, you will need to complete the activation process by following the instructions below.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious or unauthorized activity. Additionally, security experts suggest that you contact your financial institution and all major credit bureaus to inform them of such a breach and then take whatever steps are recommended to protect your interests, including the possible placement of a fraud alert on your credit file. Please review the enclosed *Additional Resources To Help Protect Your Information*, to learn more about how to protect against the possibility of information misuse.

How do I enroll for the free services? To enroll in Credit Monitoring services at no charge, please log on to <https://app.idx.us/account-creation/protect> and follow the instructions provided. When prompted please provide the following unique code to receive services: <<ENROLLMENT>>. Please note the deadline to enroll is January 11, 2025.

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

We encourage you to take full advantage of the services offered.

For More Information. If you have any questions or concerns not addressed in this letter, please call 1-877-225-2133 (toll free) Monday through Friday, during the hours of 8:00 AM - 8:00 PM Central Time, Monday through Friday, excluding U.S. national holidays.

TSC sincerely regrets any concern or inconvenience this matter may cause and remains dedicated to ensuring the privacy and security of all information in our control.

Sincerely,

Roseanne Armstrong, Practice Manager
Texas Spine Consultants

ADDITIONAL RESOURCES TO HELP PROTECT YOUR INFORMATION

Monitor Your Accounts. We recommend that you remain vigilant for incidents of fraud or identity theft by regularly reviewing your credit reports and financial accounts for any suspicious activity. You should contact the reporting agency using the phone number on the credit report if you find any inaccuracies with your information or if you do not recognize any of the account activity.

You may obtain a free copy of your credit report by visiting www.annualcreditreport.com, calling toll-free at 1-877-322-8228, or by mailing a completed Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report for a fee by contacting one or more of the three national credit reporting agencies. You have rights under the federal Fair Credit Reporting Act (FCRA). The FCRA governs the collection and use of information about you that is reported by consumer reporting agencies. You can obtain additional information about your rights under the FCRA by visiting <https://www.ftc.gov/legal-library/browse/statutes/fair-credit-reporting-act>.

Credit Freeze. You have the right to add, temporarily lift and remove a credit freeze, also known as a security freeze, on your credit report at no cost. A credit freeze prevents all third parties, such as credit lenders or other companies, whose use is not exempt under law, from accessing your credit file without your consent. If you have a freeze, you must remove or temporarily lift it to apply for credit. Spouses can request freezes for each other as long as they pass authentication. You can also request a freeze for someone if you have a valid Power of Attorney. If you are a parent/guardian/representative you can request a freeze for a minor 15 and younger. To add a security freeze on your credit report you must make a separate request to each of the three national consumer reporting agencies by phone, online, or by mail by following the instructions found at their websites (see “Contact Information” below). The following information must be included when requesting a security freeze: (i) full name, with middle initial and any suffixes; (ii) Social Security number; (iii) date of birth (month, day, and year); (iv) current address and any previous addresses for the past five (5) years; (v) proof of current address (such as a copy of a government-issued identification card, a recent utility or telephone bill, or bank or insurance statement); and (vi) other personal information as required by the applicable credit reporting agency.

Fraud Alert. You have the right to add, extend, or remove a fraud alert on your credit file at no cost. A fraud alert is a statement that is added to your credit file that will notify potential credit grantors that you may be or have been a victim of identity theft. Before they extend credit, they should use reasonable procedures to verify your identity. Please note that, unlike a credit freeze, a fraud alert only notifies lenders to verify your identity before extending new credit, but it does not block access to your credit report. Fraud alerts are free to add and are valid for one year. Victims of identity theft can obtain an extended fraud alert for seven years. You can add a fraud alert by sending your request to any one of the three national reporting agencies by phone, online, or by mail by following the instructions found at their websites (see “Contact Information” below). The agency you contact will then contact the other credit agencies.

Federal Trade Commission. For more information about credit freezes and fraud alerts and other steps you can take to protect yourself against identity theft, you can contact the Federal Trade Commission (FTC) at 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338), TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You should also report instances of known or suspected identity theft to local law enforcement and the Attorney General’s office in your home state and you have the right to file a police report and obtain a copy of your police report.

Contact Information. Below is the contact information for the three national credit reporting agencies (Experian, Equifax, and TransUnion) if you would like to add a fraud alert or credit freeze to your credit report.

Credit Reporting Agency	Access Your Credit Report	Add a Fraud Alert	Add a Security Freeze
Experian	P.O. Box 2002, Allen, TX 75013-9701 1-866-200-6020 www.experian.com	P.O. Box 9554, Allen, TX 75013-9554 1-888-397-3742 https://www.experian.com/fraud/center.html	P.O. Box 9554, Allen, TX 75013-9554 1-888-397-3742 www.experian.com/freeze/center.html
Equifax	P.O. Box 740241, Atlanta, GA 30374-0241 1-866-349-5191 www.equifax.com	P.O. Box 105069, Atlanta, GA 30348-5069 1-800-525-6285 www.equifax.com/personal/credit-report-services/credit-fraud-alerts	P.O. Box 105788, Atlanta, GA 30348-5788 1-888-298-0045 www.equifax.com/personal/credit-report-services
TransUnion	P.O. Box 1000, Chester, PA 19016-1000 1-800-888-4213 www.transunion.com	P.O. Box 2000, Chester, PA 19016 1-800-680-7289 www.transunion.com/fraud-alerts	P.O. Box 160, Woodlyn, PA 19094 1-800-916-8800 www.transunion.com/credit-freeze

Iowa and Oregon residents are advised to report suspected incidents of identity theft to local law enforcement, to their respective Attorney General, and the FTC.

Massachusetts residents are advised of their right to obtain a police report in connection with this incident.

District of Columbia residents are advised of their right to obtain a security freeze free of charge and can obtain information about steps to take to avoid identity theft by contacting the FTC (contact information provided above) and the Office of the Attorney General for the District of Columbia, Office of Consumer Protection, at 400 6th St. NW, Washington, D.C. 20001, by calling the Consumer Protection Hotline at (202) 442-9828, by visiting <https://oag.dc.gov>, or emailing at consumer.protection@dc.gov.

Maryland residents can obtain information about steps they can take to avoid identity theft by contacting the FTC (contact information provided above) or the Maryland Office of the Attorney General, Consumer Protection Division Office at 44 North Potomac Street, Suite 104, Hagerstown, MD 21740, by phone at 1-888-743-0023 or 410-528-8662, or by visiting <http://www.marylandattorneygeneral.gov/Pages/contactus.aspx>.

New York residents are advised that in response to this incident they can place a fraud alert or security freeze on their credit reports and may report any incidents of suspected identity theft to law enforcement, the FTC, the New York Attorney General, or local law enforcement. Additional information is available at the website of the New York Department of State Division of Consumer Protection at <https://dos.nysits.acsitefactory.com/consumerprotection>; by visiting the New York Attorney General at <https://ag.ny.gov> or by phone at 1-800-771-7755; or by contacting the FTC at www.ftc.gov/bcp/edu/microsites/idtheft/ or <https://www.identitytheft.gov/#/>.

North Carolina residents are advised to remain vigilant by reviewing account statements and monitoring free credit reports and may obtain information about preventing identity theft by contacting the FTC (contact information provided above) or the North Carolina Office of the Attorney General, Consumer Protection Division at 9001 Mail Service Center, Raleigh, NC 27699-9001, or visiting www.ncdoj.gov, or by phone at 1-877-5-NO-SCAM (1-877-566-7226) or (919) 716-6000.

Rhode Island residents are advised that they may file or obtain a police report in connection with this incident and place a security freeze on their credit file and that fees may be required to be paid to the consumer reporting agencies.