



March 29, 2010

[Name here]
[Address 1 Here]
[Address 2 Here]
[City, State Zip Code]

Dear [Patient Name]:

We are writing to you with important information about a recent breach of your personal information by our company, CPSI. CPSI is Reliant Rehabilitation Hospital North Houston's third party medical billing company.

The breach occurred on February 9, 2010 when an email correspondence, sent by CPSI was unintentionally sent to an unauthorized individual. The personal information included was limited in nature; including; patient name, dates of service, the last 4 digits of the account #, total charges, account balance, length of stay, insurance payer classification and service type. Individual identifying information such as demographics, social security number, date of birth, address and/or phone number(s) **were not part** of the information disclosed.

We take very seriously our role of safeguarding your personal information and using it only in an appropriate manner and as authorized. CPSI and Reliant Rehabilitation Hospital North Houston apologize for any stress and worry this situation may have caused you. We suggest that individuals who may be concerned take the following steps:

- Call the toll-free numbers of any one of the three major credit bureaus (below) to place a fraud alert on your credit report. This can help prevent any possible identity thief from opening additional accounts in your name. As soon as the credit bureau confirms your fraud alert, the other two credit bureaus will automatically be notified to place alerts on your credit report, and all three reports will be sent to you free of charge.
 - **Equifax:** 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241.
 - **Experian:** 1-888-EXPERIAN (397-3742); www.experian.com; P.O. Box 9532, Allen, TX 75013.
 - **TransUnion:** 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790.
- Order your credit reports. By establishing a fraud alert, you will receive a follow-up letter that will explain how you can receive a free copy of your credit report. When you receive your credit report, examine it closely and look for signs of fraud, such as credit accounts that are not yours. You may obtain a free copy of your credit report, once every 12 months, by visiting www.annualcreditreport.com, calling toll free 877-322-8228 or by completing an Annual Credit Request Form at www.ftc.gov/bcp/menus/consumer/credit/rights.shtml and mailing to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.
- Continue to monitor your credit reports. Even though a fraud alert has been placed on your account, you should continue to monitor your credit reports to ensure an imposter has not opened an account with your personal information.

CPSI has re-emphasized to all involved, the importance of following procedure and has implemented stricter restrictions regarding the transmission of personal information through e-mail correspondence. The division responsible for this disclosure has further implemented a process requiring the manual entry of the e-mail address of all intended recipients, rather than utilizing an auto-complete function. This should eliminate the inadvertent selection of an incorrect recipient from a list populated by the email software. There have also been modifications to the software that encrypts e-mail messages containing personal information.

If there is anything CPSI or Reliant Rehabilitation Hospital North Houston can do to further assist you in this matter, please e-mail or write CPSI at:

e-mail: hipaa.bms@cpsinet.com
address: CPSI
ATTN: HIPAA - BMS
6600 Wall Street
Mobile, AL 36695

Sincerely,
CPSI

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