

Children's Choice Pediatrics Notifies Patients of Data Security Incident

MCKINNEY, TX – December 16, 2019 - PediHealth, PLLC, d/b/a Children's Choice Pediatrics ("Children's Choice") has become aware of a data security incident that may have involved the personal and protected health information of its patients. Children's Choice has sent letters to the potentially impacted patients to notify them about this incident and to provide resources to assist them.

On October 27, 2019, Children's Choice discovered that it was the victim of a ransomware attack that encrypted the data stored in its network. Children's Choice immediately took action to secure the network, and retained cybersecurity experts to assist with an investigation. While Children's Choice attempted to restore the infected data, unfortunately some patient records were irretrievably deleted. However, there is no evidence of the misuse of any information potentially involved in this incident.

Children's Choice takes the security of all patient information very seriously and is taking steps to prevent a similar event from occurring in the future, including strengthening security measures and ensuring its networks and systems are secure.

Notification letters have been sent out which include information about the incident and steps potentially impacted individuals can take to monitor and protect their personal information. Children's Choice has established a toll-free call center to answer questions about the incident and related concerns. The call center is available Monday through Friday from 8:00 a.m. to 8:00 p.m., Central Time and can be reached at 1-833-918-2058.

The privacy and protection of patient information is a top priority, and we deeply regret any inconvenience or concern this incident may cause.

While we are unaware of the misuse of any patient's information, we are providing the following information to help those wanting to know more about steps they can take to protect themselves:

What steps can I take to protect my personal information?

- If you detect any suspicious activity on any of your accounts, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.
- Obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To do so, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is listed at the bottom of this page.
- Please notify your financial institution immediately of any unauthorized transactions made or new accounts opened in your name.

- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC’s website offers helpful information at www.ftc.gov/idtheft.
- Additional information on what you can do to better protect yourself is included in your notification letter.

How do I obtain a copy of my credit report?

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is included in the letter, and is also listed at the bottom of this page:

How do I put a fraud alert on my account?

You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors to possible fraudulent activity within your report and requests that your creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is included in the letter and is also listed at the bottom of this page.

Contact information for the three nationwide credit reporting agencies is as follows:

Equifax Security Freeze PO Box 105788 Atlanta, GA 30348 1-800-685-1111 www.equifax.com	Experian Security Freeze PO Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com	TransUnion (FVAD) PO Box 2000 Chester, PA 19022 1-800-888-4213 www.transunion.com
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How can I check on personal information of a minor?

You can request that each of the three national credit reporting agencies perform a manual search for a minor’s Social Security number to determine if there is an associated credit report. Copies of identifying information for the minor and parent/guardian may be required, including birth or adoption certificate, Social Security card and government issued identification card. If a credit report exists, you should request a copy of the report and immediately report any fraudulent accounts to the credit reporting agency. You can also report any misuse of minor’s information to the FTC at <https://www.identitytheft.gov/>. For more information about Child Identity Theft and instructions for requesting a manual Social Security number search, visit the FTC website: <https://www.consumer.ftc.gov/articles/0040-child-identity-theft>.