

FOR IMMEDIATE RELEASE

On March 23, 2018, Heritage Court Post Acute of Scottsdale became aware that certain paper files containing patient information had been stolen from a locked storage area and that a limited amount of patient information had been unlawfully removed in connection with the incident. The documents included varying information belonging to residents, including demographic information and, in some cases, diagnoses, and information about medical treatments and procedures the residents were receiving. A limited number of the documents stolen contained financial information including social security and Medicare numbers. In response to the above situation, Heritage Court Post Acute of Scottsdale filed a police report and conducted an immediate and comprehensive internal investigation; the Facility also reviewed and reinforced its protocols relative to the storage management and protection of resident information.

Based on the above investigation, Heritage Court Post Acute of Scottsdale is not aware of any misuse of the resident information by any unauthorized individual. However, and in order to comply with applicable Federal law, the residents who have the potential to be affected by this incident are being notified. Current or past residents who believe that they may be affected by the incident are encouraged to take steps to eliminate or minimize any potential harm that could be caused by or related to it. This includes, but is not limited to, obtaining credit reports from one or more of the major credit reporting agencies, and monitoring financial and banking accounts for unauthorized activity.

By law, consumers may request a free copy of their credit report once every twelve (12) months from each of the three (3) major credit reporting agencies (i.e., Equifax, Experian, and Trans Union). These agencies have established a central website that residents can use to order

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a free credit report. The free report can be requested online at www.annualcreditreport.com; by phone at 1(877) 322-8228; or by mail addressed to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Patients and residents may also want to register a fraud alert with the three (3) credit bureaus. The contact information for each of these bureaus is:

- Experian: (888) 397-3742; www.experian.com; PO Box 9532, Allen, TX 75013
- TransUnion: (800) 680-7289; www.transunion.com; Fraud Victim Assistance Division, PO Box 6790, Fullerton, CA 92834-6790
- Equifax: (800) 525-6285; www.equifax.com; PO 740241, Atlanta, GA 30374-0241

Heritage Court Post Acute of Scottsdale is committed to the proper handling and protection of resident information, and regularly assesses its systems and processes to ensure that this information is maintained and managed in accordance with State and Federal Law. If you have questions or concerns regarding this matter and/or the protections available to you, please contact us by phone at 1-866-256-0955 or email at heritagecourtprivacy@EnsignServices.net