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**FOR IMMEDIATE RELEASE**

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HARTFORD HEALTHCARE TAKES STEPS TO ADDRESS INFORMATION SECURITY INCIDENT

HARTFORD— Hartford HealthCare announced today that it is mailing letters to patients whose information may have been impacted by a recent information security incident.

On February 13, 2020, Hartford HealthCare learned of suspicious activity related to two employees’ email accounts. Hartford HealthCare immediately took steps to secure the accounts and engaged a technology forensics firm to assist with our investigation. The investigation determined that an unauthorized person gained access to two employees’ email accounts between February 13, 2020 and February 14, 2020.

The investigation began immediately and determined that one of the two accounts contained some personally-identifiable information regarding some patients, including: patient name, date of birth, medical record number, clinical information including diagnosis, date(s) of service, provider name and health insurance information. For 23 individuals, an insurance account number that includes their social security number also was involved. The incident affected a total of 2,651 individuals.

It is important to note that for nearly all of the affected individuals, the information did not include any personal financial information, such as social security number or credit card information. This incident did not involve or affect the security of Hartford HealthCare’s electronic medical record in any manner.
Hartford HealthCare has no indication that any information has been accessed or misused or that the unauthorized person accessed personal information in the accounts. However, out of an abundance of caution, Hartford HealthCare mailed notification letters to patients whose information was involved in this incident.

Hartford HealthCare recommends that affected patients review any communications they receive from their healthcare providers and health insurers and to contact the provider or insurer immediately if they notice services they did not receive. For the 23 patients whose information included a social security number, Hartford HealthCare is offering two years of free credit monitoring.

To help prevent a similar incident from happening in the future, Hartford HealthCare has taken several steps, including requiring password changes for all employees and disabling the software that the unauthorized person used to carry out the attack.

Hartford HealthCare has reported the incident to the U.S. Department of Health and Human Services Office for Civil Rights, which is the federal agency that oversees the privacy and security of patient protected health information.

Hartford HealthCare deeply regrets that this incident occurred. We value the trust our patients place in us and take seriously our role in safeguarding the personal and medical information of our patients.

Hartford HealthCare has established a dedicated call center to answer any question patients may have. Patients who receive a letter or who believe they have been affected by the incident may call (800) 939-4170, Monday through Friday from 9:00am to 8:00pm EST.