

Perry Johnson & Associates Provides Notice of Data Security Incident Impacting Certain Nor-Lea Hospital District Patients

Perry Johnson & Associates (“PJ&A”) is providing notice of an event that occurred which may affect the privacy of information of certain Nor-Lea Hospital District (“Nor-Lea”) patients. PJ&A provides certain transcription, dictation, and related services to Nor-Lea.

On May 2, 2023, PJ&A became aware of a potential data security incident impacting PJ&A’s systems. Thereafter, PJ&A immediately launched an internal investigation and retained a cybersecurity vendor to assist with the investigation, contain the threat and further secure its systems. On May 22, 2023, PJ&A preliminarily determined that an unauthorized third party had accessed PJ&A data although further investigation would be required to determine the scope of the impacted data. Although the investigation was ongoing, on October 10, 2023, PJ&A provided initial notification regarding the data security incident to Nor-Lea Hospital District, based on the information known at that time. PJ&A is notifying those individuals whose information was present in the impacted files at the time of the incident via a letter to those individuals’ home address. This notification will include access to complimentary credit monitoring services through TransUnion.

The impacted files involve certain patient names, dates of birth, addresses, genders, medical record numbers, and clinical information. Social Security numbers were not impacted as a result of this incident. To date, PJ&A has not reported any actual or attempted misuse of this information to Nor-Lea.

Nor-Lea understand that you may have questions that are not addressed. If you have additional questions, please call the dedicated assistance line at 833-200-3558 and select option 10 when prompted, which is available Monday through Friday, between 8:00 am to 11:59 pm Eastern Time (excluding major US holidays) or write Nor-Lea at 1600 North Main Street, Lovington, New Mexico. Nor-Lea recommends that potentially impacted individuals follow the recommendations in the letter they receive and contact the call center with any questions.

Nor-Lea encourages everyone to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion

P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872
www.transunion.com/credit-freeze

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
www.equifax.com/personal/credit-report-services

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/fraud/center.htm

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TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-680-7289

www.transunion.com/fraud-victim-resource/place-fraud-alert

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008

www.equifax.com/personal/credit-report-services

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached 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 have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General.