

Notice to Individuals Regarding Privacy Incident

Colorado Ophthalmology Associates (“COA”) is providing notice to individuals about a privacy incident it discovered on November 14, 2023. Part of COA’s computer network was subject to a cyber-attack which launched early on November 14, 2023. COA promptly investigated and responded including with assistance from experts. There was no indication that electronic files with patients’ protected health information were exported or viewed by any unauthorized individual. However, the cyber-attack unfortunately resulted in the automated encryption and loss of electronic medical record files for patient visits or exams conducted between April 10, 2023, and November 14, 2023. Records for patient visits conducted before April 10, 2023, or after November 14, 2023, were not impacted. COA’s experts determined the unauthorized access to COA’s computer network began as early as October 4, 2023, and ended on November 14, 2023. COA is mailing notice letters to all involved patients at their last known mailing addresses.

COA promptly investigated and worked to ensure containment of the cyber-attack. COA performed a full password reset and engaged a national cybersecurity firm to assist in the investigation and response to the cyber incident. COA blocked further access, reviewed its user accounts, and purchased advanced threat detection software with continuous, around-the-clock monitoring by professionals at a security operations center. COA has reported this crime to federal law enforcement for further investigation.

The type of information involved for impacted individuals may have included name, address, date of birth, phone number, email address, social security number, insurance type and ID, date(s) of service, nature or type of services, diagnoses, conditions, prescriptions, test results, medications, or other treatment information. No billing or health insurance claim, financial account or payment card information was involved.

Although there was no evidence that personal information was exported or viewed by the cybercriminal, for individuals who may have had information involved, COA wants to make them aware of steps they may take to guard against potential harm. COA encourages individuals to remain vigilant to the possibility of fraud or identity theft by regularly reviewing their financial statements, credit reports, and explanation of benefits (EOBs) from their health insurers for any unauthorized activity. If individuals identify services they did not receive or accounts, charges, or withdrawals that they did not authorize, they should report to the involved company or credit-reporting agency immediately and to local law enforcement. Individuals can obtain information about placing fraud alerts and security freezes from the Federal Trade Commission and the three national credit reporting agencies at the toll-free numbers, websites, or mailing addresses as follows:

Federal Trade Commission 1-877-382-4357 600 Pennsylvania Ave., NW Washington, DC 20580 www.ftc.gov	Equifax Fraud Reporting 1-866-349-5191 P.O. Box 105069 Atlanta, GA 30348-5069 www.equifax.com	Experian Fraud Reporting 1-888-397-3742 P.O. Box 9554 Allen, TX 75013 www.experian.com	TransUnion Fraud Reporting 1-800-680-7289 P.O. Box 2000 Chester, PA 19022-2000 www.transunion.com
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Individuals are entitled to one free credit report each year from each of the three nationwide consumer credit reporting agencies. To order a free credit report, visit www.annualcreditreport.com or call toll-free 1-877-322-8228. In addition, individuals may obtain information from the FTC about identity theft and ways to protect themselves. Call the FTC identity theft hotline: 1-877-438-4338 or visit www.ftc.gov/idtheft.

Individuals who have questions, including whether their personal information was involved, should contact COA’s Privacy Officer by writing to Privacy Officer, Colorado Ophthalmology Associates, 3801 E. Florida Ave. #720, Denver, CO 80210 or by calling (303) 320-1777 ext. 204.