

Media Notice

This is notification of a recent event at AVR which may have impacted the privacy of personal information for patients of Children's International, HD Retina Eye Center, S&S Dynamic, LLC, Sole 2 Sole PC, and Vittori Foot & Ankle. The total number of patients involved was less than 600.

On August 8, 2024, power failures during Hurricane Beryl caused a printing error that led to these patients' personal information being printed on both sides of the paper statement, which disclosed information of one patient on the back side of the statement to one other patient who received the statement. Upon learning of the disclosure on or about August 13, 2024, AVR immediately corrected the error, investigated the event and implemented additional safeguards including procedural checks and employee training. On behalf of the healthcare providers listed above, AVR is providing notice as required by HIPAA.

Information that was **NOT DISCLOSED**: Social security number, medical record number, credit card number, debit card number, bank account number or date of birth.

Information that **may** have been disclosed: Full name, address, balance due, statement date, internal and insurance ID numbers, guarantor full name, date and description of service, charges and payments by insurance, account aging, healthcare provider name and location, Current Procedural Terminology (CPT) codes and notes of conversations related to payments and services.

Please call the AVR toll-free assistance line at **888-416-0159** with any questions. The Federal Trade Commission and state Attorney General websites both provide additional steps to help protect personal information. Further information about how to protect your personal information is set forth below. AVR is committed to safeguarding customer data and will continue to work to enhance the protections in place to secure the information in its care.

STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity

As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, including your state attorney general and the Federal Trade Commission (FTC).

To file a complaint with the FTC, go to IdentityTheft.gov or call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.

Obtain and Monitor Your Credit Report

We recommend that you obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting www.annualcreditreport.com, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can access the printable request form at <https://www.annualcreditreport.com/manualRequestForm.action> or fill out the online form at <https://www.annualcreditreport.com/requestReport/requestForm.action>. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is provided below:

Equifax
(866) 349-5191
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
(888) 397-3742
www.experian.com
P.O. Box 2002
Allen, TX 75013

TransUnion
(800) 888-4213
www.transunion.com
2 Baldwin Place
P.O. Box 1000
Chester, PA 19016

Consider Placing a Fraud Alert on Your Credit Report

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at www.annualcreditreport.com.

Take Advantage of Additional Free Resources on Identity Theft

We recommend that you review the tips provided by the Federal Trade Commission's Consumer Information website, a valuable resource with some helpful tips on how to protect your information. Additional information is available at <https://consumer.ftc.gov/identity-theft-and-online-security>. For more information, please visit IdentityTheft.gov or call 1-877-ID-THEFT (877-438-4338). A copy of "Identity Theft – A Recovery Plan," a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website at https://www.bulkorder.ftc.gov/system/files/publications/501a_idt_a_recovery_plan_508.pdf.

OTHER IMPORTANT INFORMATION

Security Freeze

In some US states, you have the right to put a security freeze on your credit file. A security freeze (also known as a credit freeze) makes it harder for someone to open a new account in your name. It is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to apply for a new credit card, wireless phone, or any service that requires a credit check. You must separately place a security freeze on your credit file with each credit reporting agency. To place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement, or insurance statement. There is no charge to request a security freeze or to remove a security freeze.