

Frequently Asked Questions (Updated July 7, 2023)

1) Am I affected?

MDIH began notifying potentially impacted individuals of this incident on June 30, 2023. If you received a letter, MDIH has determined that you were potentially impacted by this incident. The MDIH investigation of this incident is continuing, and more letters may be mailed.

Please also note that if you believe you may have been impacted by this incident, but have not yet received a letter, MDIH is offering you access to free credit monitoring and identity protection services now and encourages you to enroll. Please contact our dedicated assistance line at 1-888-220-4877 to enroll. The assistance line is available Monday through Friday, 9 am to 9 pm Eastern, excluding major U.S. holidays.

2) Is MDIH providing credit monitoring services?

Yes, MDIH is offering individuals access to complimentary credit monitoring and identity protection services. If you believe you may be affected by this incident, please contact our dedicated assistance line at 1-888-220-4877 to enroll. Please note that at this time, MDIH has no evidence of any fraud in connection with this incident. MDIH is providing notification of this incident and complimentary credit monitoring and identity protection services in an abundance of caution.

3) Why wasn't notification of this incident provided sooner?

Upon discovering this incident, MDIH took quick action to address the incident and began a comprehensive investigation to determine what information was potentially impacted. As the investigation is ongoing, MDIH is still determining which individuals may be affected and will notify those individuals as soon as possible. MDIH is also providing potentially impacted individuals access to complimentary credit monitoring and identity protection services, which are available now. If you believe you may be affected by this incident, please contact our dedicated assistance line at 1-888-220-4877 to enroll.

4) I've experienced identity theft and I think it's linked to this incident. What do I do?

While there is no evidence that there has been any fraud in connection with this incident, the most important thing you can do right now is review your bank, credit card statements, and explanations of benefits forms. Please promptly report any suspicious or unusual activity to your financial institution, health insurance provider, and/or law enforcement. If you believe there is unauthorized activity on one or more of your accounts, you can obtain a credit freeze by contacting the three major credit reporting agencies.

5) I do not recognize MDI Hospital, why am I receiving this letter?

Please note that MDIH also administers healthcare services at several other standalone health centers, including Cadillac Family Practice, Community Dental Center, Community Health Center, Cooper Gilmore Health Center, Northeast Harbor Clinic, Trenton Health Center, Lisa Stewart Women's Health Center, and the Weekend Care Clinic. If you were a patient at one of these health other centers, you may also be impacted by the incident described in the letter you received from MDIH.

6) Is the letter I received a scam?

The letter you received is not a scam. It is from MDIH, which takes its obligation to notify potentially impacted individuals of this incident seriously. There is no obligation for you to do anything in response to this letter.

7) The person this letter was sent to is deceased, what do I need to do?

While credit monitoring services are not available for deceased individuals, there are steps you can take to request a copy of the deceased individual's credit report to ensure there is no suspicious activity related to this incident, in an abundance of caution. An executor or surviving spouse can place a request to any of the three credit reporting agencies for a copy of the deceased individual's credit report. An executor or surviving spouse can also request that the following two notices be placed on a deceased individual's credit report:

- "Deceased – Do not issue credit"; or
- "If an application is made for credit, please notify the following person(s) (e.g. surviving relative, executor/trustee of the estate and/or local law enforcement agency – notating the relationship)."

Otherwise, there is nothing further you need to do in response to the letter. Please also note MDIH is not aware of any fraud in connection with this incident, and this letter has been provided to the deceased individual in an abundance of caution.