

Genesis Health Care, Inc. Provides Notice of Data Security Incident

Genesis Health Care, Inc. (“Genesis”) is providing notice of a recent data security incident. This notice provides information about the incident, our response, and resources available to individuals to help protect their information from possible misuse, should they feel it necessary to do so.

What Happened? On or around April 11, 2022, Genesis became aware of suspicious activity affecting certain systems within our network. We immediately launched an investigation, with the assistance of third-party specialists, to confirm the full nature and scope of the activity and restore functionality to the affected systems. On June 9, 2022, the investigation determined that certain files on Genesis systems may have been accessed or removed without authorization between January 19, 2022 and April 11, 2022. Following the investigation, we undertook a thorough and time-intensive programmatic and manual review of the potentially impacted files to determine whether any sensitive information was present. It was through this process, which concluded on July 13, 2022, that we determined that information pertaining to certain individuals may have been included in the potentially impacted files.

What Information Was Involved? The information impacted varied by individual and not all information was available for every individual. The information that may have been impacted includes some combination of certain individuals’ names and the following: Social Security number, driver’s license number, financial account information, payment card information, employer identification number, passport number, health insurance information, username and password, PIN, or account login, date of birth, and medical information including billing or claims information, diagnosis, physician information, medical record number, Medicare/Medicaid information, prescription/medication information, and treatment information.

What We Are Doing. We take the security of information entrusted to us seriously and apologize for any inconvenience this incident may cause. As part of our ongoing commitment to the security of information within our care, Genesis is reviewing our existing policies and procedures regarding cybersecurity and evaluating additional measures and safeguards to protect against this type of incident in the future. Genesis is also providing notice to relevant state and federal regulators regarding the incident.

What You Can Do. We encourage individuals to remain vigilant against incidents of identity theft and fraud by reviewing their accounts and Explanation of Benefits and monitoring their free credit reports for suspicious activity. Individuals may also review the information contained in the *Steps You Can Take to Protect Personal Information* below.

Although we are not aware of any actual or attempted misuse of personal information as a result of this incident, as an added precaution, we have arranged to offer complimentary credit monitoring and identity restoration services provided through Experian to individuals whose information was present in the potentially impacted files. If you did not receive written notice of this incident but believe you may be affected, please contact our call center at (833) 541-1591, Monday through Friday, 9:00 AM to 11:00 PM ET; Saturday and Sunday, 11:00 AM to 8:00 PM ET (excluding major US holidays). The call center will verify whether you are eligible for services.

For More Information. If you have questions about this incident that are not addressed in this notice, please contact (833) 541-1591, Monday through Friday, 9:00 AM to 11:00 PM ET; Saturday and Sunday, 11:00 AM to 8:00 PM ET (excluding major US holidays).

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit 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 three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit 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 credit 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 credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to 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, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at:

600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and 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. This notice has not been delayed by law enforcement.

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and oag@dc.gov.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and www.oag.state.md.us. Genesis is located at 8906 Two Notch Road, Columbia, SC 29223.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are 0 Rhode Island residents impacted by this incident.