

# NOTICE OF BREACH/CYBERSECURITY INCIDENT

Wolverine Solutions Group (“WSG”) performs services for health-related business clients, including North Ottawa Community Health System (“NOCHS”). WSG is posting this statement on NOCHS’ website as a precautionary measure and as part of its commitment to patient privacy. WSG takes patients’ privacy seriously, and it is important to them that you are made fully aware of a recent security incident at WSG, which potentially involves personal information of health plan members and hospital patients.

On approximately September 23, 2018, WSG discovered that an unauthorized party gained access to its computer system and infected the system with malware. The malware encrypted many of WSG’s records (including those pertaining to NOCHS), making them inaccessible to WSG, in an effort to extort money from WSG. This is commonly referred to as “ransomware.” Shortly after WSG learned of the incident, it began an internal investigation and hired outside forensic experts to assist in decrypting and recovering records. As a result of this investigation, WSG believes that the goal of the malware was simply to encrypt records to extort a ransom. There is currently no indication that the information itself was extracted from WSG’s servers. Nevertheless, given the nature of the affected files of NOCHS patients, which contained individual patient information (names, addresses, social security numbers, insurance contract information and medical account numbers), and out of an abundance of caution, letters will be mailed to all impacted individuals recommending that they take immediate steps to protect themselves from any potential misuse of their information.

## **What WSG is doing.**

WSG is taking steps to guard against identify theft or fraud. It has arranged for affected individuals to have AllClear ID protect their identity. The following identity protection services will be available to all impacted individuals upon receipt of written notice mailed to each individual’s last known address. Only those individuals whose information was impacted will receive written notice. These protections can be used at any time during the next 12 months.

AllClear Identity Repair: This service is automatically available to you with no enrollment required. If a problem arises, simply call the toll-free number that will be included in your individual letter and a dedicated investigator will help recover financial losses and restore your credit.

AllClear Fraud Alerts with Credit Monitoring: This service offers the ability to set, renew, and remove one-year fraud alerts on your credit file to help protect you from credit fraud. In addition, it provides credit monitoring services, a once annual credit score and credit report, and a \$1 million identity theft insurance policy. Once you have received your individual letter, you can enroll in this service by providing your personal information to AllClear ID. You may sign up online at the website address in your letter or by calling the toll-free number listed in your letter. You will be asked to provide a Redemption Code to AllClear, which will be listed in your letter.

We also want to note that following your enrollment, additional steps are required by you in order to activate your AllClear phone alerts and fraud alerts, and to pull your credit score and credit file. Additional steps may also be required in order to activate your monitoring options.

WSG also recommends that you regularly review statements from your accounts (i.e., account statements and Explanations of Benefits (“EOB”)) and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Services, P.O. Box 105281. Atlanta, GA, 30348-5281. You may also purchase additional copies of your credit report by contacting one or more of the three nationwide consumer reporting agencies listed below:

**Equifax:** P.O. Box 740241, Atlanta, GA 30374, 1-800-685-1111, [www.equifax.com](http://www.equifax.com)

**Experian:** P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, [www.experian.com](http://www.experian.com)

**TransUnion:** P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, [www.transunion.com](http://www.transunion.com)

When you receive your credit reports, account statements and EOBs, review them carefully. Look for accounts or creditor inquiries, transactions, or services that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report, the company issuing the account statement, your provider rendering services, or the insurance company issuing your EOB. Additional information regarding Identity Theft Protection is available at <http://www.ftc.gov/idtheft>. We have also posted a list of Frequently Asked Questions, which is available [here](#).

WSG takes the protection of your personal information seriously and is taking steps to prevent a similar occurrence. WSG has migrated to a different computer system that has added protections and is training its workforce in safeguards against another ransomware attack.

Further information about AllClear’s identity protection services is available on the AllClear website at [www.allclearid.com](http://www.allclearid.com), or toll-free at 1-877-412-7152. WSG sincerely apologizes to you and NOCHS for any concerns caused by this incident.

Sincerely,

Wolverine Solutions Group

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