



David Geffen  
School of Medicine

UCLA

Health System

Office of Compliance Services  
924 Westwood Blvd., Suite 520  
Los Angeles, CA 90024  
Phone. 310-794-8638  
Facsimile. 310-794-2856

July 17, 2015

**VIA FAX: 808-586-2640**

State of Hawaii  
Office of Consumer Protection  
Leiopapa A Kamehameha Building  
235 South Beretania Street, Suite 801  
Honolulu, Hawaii 96813

To Whom It May Concern:

Patient confidentiality is a critical part of UCLA Health's commitment to care and we work hard to protect the personal information we maintain. Unfortunately, UCLA Health was a victim of a cyberattack that may have put some personal information at risk.

On May 5, 2015, we determined that the attacker had accessed parts of the UCLA Health network that contain personal information, like name, address, date of birth, social security number, medical record number, Medicare or health plan ID number, and some medical information (e.g., medical condition, medications, procedures, and test results).

We have notified and are working with the Federal Bureau of Investigation regarding this cyberattack. We continue to investigate the attack with help from third-party computer forensics experts. There are indications that the attacker may have had access to the UCLA Health network as early as September 2014. Our investigation is on-going.

At this time, there is no evidence that the attacker actually accessed or acquired the personal information maintained on the impacted parts of the UCLA Health network, but we cannot conclusively rule out that possibility. Thus, we are notifying potentially impacted individuals, including the 5,446 Hawaii residents whose personal information was maintained on the impacted parts of the UCLA Health network. A copy of a version of the notice being provided to potentially impacted individuals beginning on July 17, 2015 is attached for your information.

UCLA Health is making available 12 months of complete identity theft recovery and restoration services as well as a \$1,000,000 insurance reimbursement policy and additional healthcare identity protection tools through the nationally recognized firm ID Experts to potentially impacted individuals. In addition, individuals whose social security number or Medicare identification number was stored on the impacted parts of the network will also receive 12 months of credit monitoring. These services are being provided at no cost. Information about these services, including instructions for enrollment in these services, can be found at [www.myidcare.com/uclaprotection](http://www.myidcare.com/uclaprotection).

We take our responsibility to protect personal information entrusted to us very seriously. We are taking additional steps to protect data and have made modifications to the UCLA Health network to help protect against another cyberattack.

If you have any questions about this incident, please do not hesitate to contact me.

Sincerely,

*Marti Arvin*

Marti Arvin  
Chief Compliance Officer

Enclosure