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February 11, 2025

VIA CERTIFIED MAIL

Office of the Attorney General
150 S. Main Street
Providence, RI 02903

In accordance with 11 R.I. Gen. Laws Ann. § 11-49.3-4, I am writing on behalf of Medusind, Inc. ("Medusind") to notify you regarding the nature and circumstances of a recent data security incident. Medusind is a revenue cycle management company that provides billing support to health care organizations.

On December 29, 2023, Medusind discovered suspicious activity within its IT network. Upon learning of the suspicious activity, Medusind took the affected systems offline, hired a leading cybersecurity forensic firm to conduct an investigation, and reported the incident to law enforcement and government partners, including the FBI. Through its investigation, Medusind found evidence that a cybercriminal may have obtained a copy of certain files containing some of patients' personal information.

Medusind has determined that some of these files contain name and information in one or more of the following categories: health insurance and billing information (such as insurance policy numbers or claims/benefits information), payment information (such as debit/credit card numbers or bank account information), health information (such as medical history, medical record number, or prescription information), government identification (such as Social Security number, taxpayer ID, driver's license, or passport number), and other personal information (such as date of birth, email, address, or phone number). The particular type of information involved depends on the individual.

Medusind has worked diligently to coordinate with impacted data owners to identify mailing address information for applicable patients, and offered to provide notification in accordance with state law. Based on these efforts, Medusind began providing notice of this incident to individuals on behalf and at the request of the health care organizations identified in **Exhibit A** on approximately January 7, 2025. Medusind is notifying approximately 81 applicable Rhode Island residents on behalf of these organizations via United States Postal Service mail. Medusind will update this notice as needed. Medusind has arranged to offer 24 months of identity monitoring services at no cost to the notified individuals. Attached as **Exhibit B** is a sample of the notice to be sent to individuals in your state.

EXHIBIT A