

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Dear <<MemberFirstName>> <<MemberLastName>>,

Option Care Health (“OCH”) is committed to protecting the security and privacy of our patients’ information. We are writing to notify you about an event that may have impacted some of your protected health information (“PHI”). This notice provides details about the event, measures we have taken in response, and additional steps you can take to help protect your PHI, if you feel it is necessary to do so.

On August 1, 2024, we became aware of a potential issue involving an OCH employee’s email inbox. We initiated an investigation and determined that an unknown party briefly had access to the inbox on July 31, 2024 before OCH’s security tools identified the party’s activity as suspicious and terminated the party’s access. We then worked with forensic experts to further analyze the potential scope of the unauthorized activity. Through this analysis, on September 16, 2024, we determined that some PHI of certain patients, including you, may have been impacted by this event. The PHI that may have been impacted includes your <<b2b_text_1 (name, [impacted data])>>.

Following the event, OCH further restricted access to the impacted email inbox, including by resetting the password. We are also continuing to review our internal controls to help prevent something similar from occurring in the future. While financial information was not impacted by this event, in an abundance of caution, we have secured the services of Kroll to provide <<Monitoring Term Length (Months)>> months of identity monitoring services at no cost to you. You can visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services. You have until <<b2b_text_6(activation deadline)>> to activate your identity monitoring services. Your membership number is <<Membership Number s_n>>. For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

While OCH is not aware of any misuse of your PHI, we encourage you, as a best practice, to remain vigilant to the possibility of fraud by reviewing your account statements and monitoring free credit reports for any unauthorized activity and reporting any such activity.

We understand that you may have questions about this event that are not addressed in this letter. If you have additional questions, please call 1-866-651-6583, Monday through Friday, from 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays.

Sincerely,

Option Care Health



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are certain changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You will have access to a Kroll fraud specialist. Support includes showing you helpful ways to protect your identity, explaining your rights and protections under the law, providing assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to help resolve related issues. You will have access to an investigator who understands your issues and can help do the work for you. Your investigator will make efforts to uncover the scope of the identity theft and then help work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.