

MOYES EYE CENTER  
— Joy Through Sight —

Dear Moyes Eye Center Patient,

On May 15, 2022, Moyes Eye Center received a letter from our former third-party electronic health record provider (EHR), Eye Care Leaders, notifying us that a security breach occurred within their system that may have involved your personal health information (PHI) or personally identifiable information (PII).

According to Eye Care Leaders, on or around December 4, 2021, an unauthorized party accessed data within their EHR and deleted database and system configuration files. Eye Care Leaders released the following statement regarding this incident, "Our forensic team did not find any evidence that PHI or PII was acquired or exfiltrated; however, because some of our log files have been deleted, our forensic team cannot definitively rule out that possibility." There is no evidence patient specific data from Moyes Eye Center was involved.

Although Moyes Eye Center ended its contract with Eye Care Leaders on October 18, 2021, it is a possibility that the incident may have involved your data including name, date of birth, patient account number, health insurance information, Social Security number, address, and information regarding care received at Moyes Eye Center. No credit card or financial information was involved.

To protect yourself from any potential harm, we recommend the following actions:

- Register a fraud alert and request a credit report with the following:
  - Experian: (888) 397-3743; [www.experian.com](http://www.experian.com), PO Box 9532, Allen, TX 75013
  - TransUnion: (800) 680-7289; [www.transunion.com](http://www.transunion.com), Fraud Victim Assistance Division, PO Box 6790, Fullerton, CA 92834-6790
  - Equifax: (800) 525-6285; [www.equifax.com](http://www.equifax.com), PO Box 740241, Atlanta, GA 30374-0241
- Monitor your account statements, Explanation of Benefits (EOBs), and credit bureau reports closely

A toll-free number (1-888-915-2020) has been established to respond to any questions you may have about this incident.

Moyes Eye Center values the relationship we have with our patients and strives to maintain the highest standard of security to protect you and your personal information. As stated above, we ended our relationship with Eye Care Leaders prior to the security breach and requested all Moyes Eye Center patient data be removed from their databases.

We apologize for any inconvenience this incident may cause. We continue working with our current EHR provider and IT specialists to protect your personal information and resolve any issues that might arise from this incident.

Sincerely,



David Carnes, CEO  
Moyes Eye Center, PC