

Notice of Data Incident

January 15, 2024

On November 16, 2023, C.R. Pharmacy Service, Inc. (“CarePro Health Services” or “CarePro”) experienced a network disruption that affected our ability to access certain files on our network. Upon discovery, we immediately began an investigation, which included working with third-party specialists. Our investigation determined that certain information stored on our network was acquired by an unauthorized individual on or around November 14, 2023.

Therefore, we undertook a thorough review to determine the type of information contained on our network. The types of information potentially at risk varied by individual but may have included one or more of the following data elements: names, contact information, date of birth, diagnosis/condition information, treatment information, treatment cost information, lab results, service date, provider name, prescription information, health insurance and/or claim information, Social Security number, driver’s license number or financial account information.

In response to this incident, we also notified law enforcement and reviewed our policies and procedures. We are also providing potentially affected individuals access to credit monitoring and identity protection services as an added precaution. If you have questions about this incident or would like to enroll in the credit monitoring and identity protection services, please call our dedicated assistance line at 888-368-6201, Monday through Friday, 8 a.m. to 8 p.m. Central time, excluding holidays. You may also write to us at 1014 5th Ave. SE, Cedar Rapids, IA 52403.

We also are providing the below information regarding steps individuals can take to protect their information:

Monitor Your Accounts

We encourage individuals to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements and explanation of benefits for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228.

Individuals have the right to place an initial or extended fraud alert on a credit file at no cost. If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years. As an alternative to a fraud alert, you have the right to place a credit freeze on a credit report. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below.

TransUnion	Experian	Equifax
1-800-680-7289	1-888-397-3742	1-888-298-0045
www.transunion.com	www.experian.com	www.equifax.com
TransUnion Fraud Alert	Experian Fraud Alert	Equifax Fraud Alert
P.O. Box 2000	P.O. Box 9554	P.O. Box 105069
Chester, PA 19016-2000	Allen, TX 75013	Atlanta, GA 30348-5069
TransUnion Credit Freeze	Experian Credit Freeze	Equifax Credit Freeze
P.O. Box 160	P.O. Box 9554	P.O. Box 105788
Woodlyn, PA 19094	Allen, TX 75013	Atlanta, GA 30348-5788

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.