



Northern Inyo Healthcare District

150 Pioneer Lane
Bishop, CA 93514
(760) 873-5811
www.nih.org

Re: Notice of Data Security Incident

NIHD current and former employees and your dependents:

Keenan & Associates (“Keenan”) is an insurance brokerage company that provides insurance-related risk management, and claims services throughout California and to clients across the country. Keenan services companies and organizations across a variety of industries, and, in the course of its work on behalf of clients is at times provided access to personal information as a part of the client engagement. Keenan receives and utilizes this data for the purposes of performing services for its clients.

We are writing to inform you that Keenan experienced a cybersecurity incident that involved some of your personal information. Keenan was in possession of that information due to its work on behalf of Northern Inyo Healthcare District’s self-insurance plan. This notice explains the incident, steps Keenan has taken in response, and additional information on steps you may take to help protect your information.

What Happened

On Sunday, August 27, 2023, Keenan discovered certain disruptions occurring on some Keenan network servers. Keenan immediately began an investigation and engaged leading third-party cybersecurity and forensic experts to assist. Upon detection, Keenan took prompt action to contain it. Keenan also notified law enforcement.

The investigation determined that an unauthorized party gained access to certain Keenan internal systems at various times between approximately August 21, 2023, and August 27, 2023, and that the unauthorized party obtained some data from Keenan systems. A thorough review of that data was conducted to identify what information was involved and identify individuals to whom the data related.

What Information Was Involved

The review determined that the data involved contained some of your personal information, including your name, and one or more of the following: date of birth, Social Security number, passport number, driver’s license number, health insurance information, and general health information.

What We Are Doing

To help prevent a similar type of incident from occurring in the future, Keenan implemented additional security protocols designed to enhance the security of our network, internal systems and applications. Keenan will also continue to evaluate additional steps that may be taken to further increase our defenses. In addition, Keenan is continuing to support federal law enforcement’s investigation.

What You Can Do

While Keenan is not aware of any evidence that your personal information has been misused, we wanted to make you aware of the incident and provide you with additional information on steps you may consider taking. As a precaution, Keenan is offering you a complimentary 24-month membership in Experian® IdentityWorksSM Credit 3B. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. IdentityWorks is completely free to you and enrolling in this program will not hurt your credit score. For more information on IdentityWorks, including instructions on how to activate your complimentary 24-month membership, as well as additional steps you may take to help protect your information, please see the additional information provided in the following pages.

For More Information

Keenan takes the security of your personal information seriously, and sincerely regrets that this incident occurred. **For more information, or if you have any questions or need additional information, please call 833-804-0859, Monday through Friday, between 6:00 a.m. and 6:00 p.m. Pacific Time.**

Respectfully,

Patty Dickson, CHC, CHPC
Compliance Officer
Northern Inyo Healthcare District

On behalf of our business associate:

Keenan and Associates

Non-Discrimination Statement

Northern Inyo Healthcare District complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Declaración de Antidiscriminación

Northern Inyo Healthcare District cumple con las leyes federales de derechos civiles que le competen y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

汉语 – Non-Discrimination Statement in Chinese

Northern Inyo Healthcare District

遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

Servicios de Interpretación Disponibles

ATENCIÓN: si habla español/castellano, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 760-873-5811 (TTY: 711).

汉语 – Language Access Services in Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 760-873-5811 (TTY : 711)。