

COMMONWEALTH of VIRGINIA



Department of Health Professions
Data Breach Notification
June 3, 2009

An incident has occurred that may have compromised the security of certain personal data held by the Virginia Department of Health Professions (DHP).

On April 30, 2009, DHP became aware that the Prescription Monitoring Program (PMP) computer system had been accessed by an unauthorized user. A criminal investigation is being pursued aggressively by federal and state law enforcement. Mandated by Virginia law, the PMP collects prescription information from pharmacies across the state for certain types of medications. This information is placed in a central database for use only by authorized users to assist in ensuring the appropriate use of prescription drugs. The PMP does not collect or maintain medical histories of patients.

You are receiving this letter because your social security number may have been contained in the PMP data furnished by the pharmacy where you filled your prescriptions. A small number of pharmacies have used social security numbers for customer identification and included the numbers in the pharmacy's report.

While the investigation has yet to determine what, if any, personal information is at risk, DHP nonetheless recommends that you remain vigilant over the next 12 to 24 months, including carefully reviewing account statements for your financial products and services, and promptly reporting incidents of suspected identity theft to the applicable financial institution.

DHP also recommends that you periodically obtain and carefully review your credit report from each of the nationwide credit reporting agencies, and request that information related to fraudulent transactions, if any, be deleted from these reports. You may obtain a free copy of your credit report once every 12 months from Equifax, Experian, and TransUnion. You can request this free service by visiting the website www.annualcreditreport.com, by calling 877-322-8228, or completing the annual credit report request form available at www.ftc.gov/credit.

If you find suspicious activity on your credit reports, or have reason to believe your information is being misused, contact your local police department. You should also file a complaint with the Federal Trade Commission by calling 1-877-438-4338.

As an additional precaution, you may wish to contact the three credit bureau reporting agencies to place a fraud alert on your credit file. A fraud alert makes creditors aware of possible fraudulent activity on your account, and tells creditors to contact you before they open any new accounts or change your existing accounts. You can place a fraud alert on your credit file by contacting any one of the three major credit reporting agencies using the following contact information:

Equifax
800-525-6285

Experian
888-397-3742

TransUnion Corp
800-680-7289

As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts.

DHP regrets any inconvenience this incident may cause. Please know that DHP takes this matter very seriously and assures you that all precautions are being taken for DHP functions to continue safely and securely.

Further information regarding this incident may be found on DHP's website at www.dhp.virginia.gov. If you have specific questions, you may contact the PMP at pmp@dhp.virginia.gov or (804) 367-4566.