



**Breach Notification from the Genesis Healthcare Corporate Compliance Department  
Missing Laptop  
June 13, 2018**

Genesis Rehabilitation Services abides by requirements to protect the confidential, protected health information of its patients. This standard is part of the company's Code of Conduct, and a duty which our employees, as health professionals, work diligently to keep.

On or about April 19, 2018, a laptop computer that included information about some former and current patients of Genesis Rehab Services who received physical, occupational and speech therapy services in South Carolina was determined to be missing. Upon discovering the loss, an extensive search was conducted to locate the missing laptop. In addition, we reported the loss to local law enforcement and are cooperating in their investigation.

We are posting information about this incident on our public website in compliance with the Health Insurance Portability and Accountability Act (HIPAA) Breach Notification Rule. Based on our review, the protected health information that may have been stored on the missing device included 138 patient names. The information also may have included dates of birth, social security numbers, medical insurance identification numbers, information about treatment and diagnoses, and/or dates of service for these patients. No credit card data or other financial information was stored in the device. In order to fully address this issue, we are currently validating the encryption status of all remaining computers.

Maintaining the confidentiality of protected health information is and continues to be a priority for us. We have no indication that the information on the laptop has been accessed, misused, or re-disclosed. In order to relieve concerns about this incident, we have engaged LifeLock to provide its LifeLock Standard™ identity theft protection service to specific individuals that we have identified who were provided with rehabilitation services by Genesis Rehabilitation Services in South Carolina between December 13, 2016 and March 29, 2018. If you believe you may have been impacted by this incident, please contact the Genesis Customer Reach Out Line at 1.800.944.7776 or email [Reachout@genesishcc.com](mailto:Reachout@genesishcc.com) for further information and to determine if you qualify for LifeLock services.)

We apologize for any inconvenience this may cause. We trust that the quality and reliability of the support services being offered demonstrate our continued commitment to security. This incident will be reported in accordance with regulatory requirements under the Health Insurance Portability and Accountability Act (HIPAA).



## NOTICE OF NON-DISCRIMINATION

This Genesis service location complies with civil rights laws and does not exclude, deny benefits to, or otherwise discriminate or permit discrimination, including, but not limited to, bullying, abuse, or harassment, against any person (i.e. patients, employees, or visitors) or based on any person's association with another individual, based on actual or perceived race, color, religion, national origin, gender, gender expression, gender identity, sexual orientation, HIV status, age, disability, marital status, pregnancy, ancestry, genetic information, amnesty or veteran status. This prohibition applies in admission to, participation in, or receipt of the services and benefits under any of our programs and activities whether carried out by the location directly, or through a contractor or any other entity with which the location arranges to carry out its programs or activities.

- Genesis patients and residents have a right to appropriate auxiliary aids and services **free of charge**.
- Genesis service locations will take appropriate steps to ensure that persons who have disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments have an equal opportunity to participate in our services, activities, programs, and other benefits.
- Examples of auxiliary aids and services include, but are not limited to:
  - Qualified language interpreters, including sign language;
  - Telephone devices such as handset amplifiers, assistive listening devices or systems, and videotext displays;
  - Communication devices such as writing materials, iPads, flashcards, and communication boards.

If you need these services, or believe that a Genesis service location has failed to provide these services or has engaged in discrimination, or if you need help filing a grievance, you may contact the Civil Rights Coordinator who is available to help you:

**Center Executive Director,  
Rehab Agency Administrator or Group Practice Director of Rehab**

ReachOut Line 800-944-7776  
reachout@genesishcc.com

For patients/residents of California: You may file a complaint with the Office of the State Long-Term Care Ombudsman at <https://www.aging.ca.gov/programs/lcop/Contacts/> or at 1-800-231-4024 if you believe that you have experienced this kind of discrimination.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

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| <b>English</b>               | <b>ATTENTION:</b> If you speak English, language assistance services including American Sign Language (ASL), free of charge, are available to you. Call 1-888-695-3291. To connect with Genesis resources for the hearing and speech impaired contact Telecommunications Relay Services (TRS) using your state TRS phone number. |
| العربية (Arabic)             | تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجانًا. اتصل بالرقم 1-888-695-3291   |
| Հայերեն (Armenian)           | ՈՒՇԱՂԴՈՒԹՅՈՒՆ. Եթե խոսում եք հայերեն, ապա լեզվական օգնության ծառայությունները Ձեզ կտրամադրվեն անվճար: Չանգահարեք 1-888-695-3291  |
| 繁體中文 (Chinese)               | 請注意：如果您說中文，可使用我們免費提供的語言服務。請致電 1-888-695-3291   |
| فارسی (Farsi)                | توجه اگر به زبان فارسی صحبت می کنید، سرویس دستیار زبان به صورت رایگان در اختیارتان قرار می گیرد. با شماره 1-888-695-3291 تماس بگیرید   |
| Français (French)            | <b>ATTENTION :</b> si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition. Appelez le 1 888 695 3291  |
| हिंदी (Hindi)                | ध्यान दें: अगर आप हिंदी भाषा बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ नि:शुल्क उपलब्ध होंगी। 1-888-695-3291 पर कॉल करें   |
| Italiano (Italian)           | <b>ATTENZIONE:</b> se sei di madre lingua italiana, puoi richiedere un servizio di assistenza linguistica gratuita. Chiama il numero 1-888-695-3291  |
| 한국어 (Korean)                 | 주목해 주세요: 한국어를 사용하시는 경우, 언어 지원 서비스가 무료로 제공됩니다. 1-888-695-3291번으로 전화해 주세요  |
| Diné Bizaad (Navajo)         | <b>SHOOH:</b> Bilagáana k'ehjí yáníłti'go nááná saad k'ehjí bee áká anída'awo'ígíí hólı́ doo báąh ílínígóó éí nich'í' ąą'át'é. Kojí' hółne' 1-888-695-3291   |
| Polski (Polish)              | <b>UWAGA:</b> jeśli mówisz po polsku, udostępniamy bezpłatne usługi tłumaczeniowe. Zadzwoń pod nr 1-888-695-3291   |
| Português (Portuguese)       | <b>ATENÇÃO:</b> Se você fala português, há serviços gratuitos de assistência para tradução/ interpretação à sua disposição. Ligue para 1-888-695-3291  |
| Русский (Russian)            | <b>ВНИМАНИЕ!</b> Если ваш родной язык русский, вам могут быть предоставлены бесплатные переводческие услуги. Звоните: 1-888-695-3291   |
| Español (Spanish)            | <b>ATENCIÓN:</b> Si habla español, los servicios de asistencia de idioma están disponibles para usted, sin ningún costo para usted. Llame al 1-888-695-3291  |
| Tagalog (Tagalog – Filipino) | <b>PAG-UKULAN NG PANSIN:</b> Kung Tagalog ang wikang ginagamit mo, may mga serbisyong tulong sa wika na magagamit mo nang walang bayad. Tumawag sa 1-888-695-3291  |
| Tiếng Việt (Vietnamese)      | <b>CHÚ Ý:</b> Nếu bạn nói tiếng Việt, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Vui lòng gọi 1-888-695-3291   |



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