



Sleep Medicine Call Center FAQ

Please send all escalations to Larry Brewer and LBrewer@sleepmed.com.

What happened?

On January 14, 2021, Sleep Medicine Associates discovered a document purporting to be from Sleep Medicine Associates containing first and last names in the possession of an individual not affiliated with Sleep Medicine Associates.

When did this happen?

Sleep Medicine Associates discovered the incident on January 14, 2021.

What personal information was exposed?

The document contained first names, last names, and middle initials. The document did not contain any additional information.

Was the information protected/encrypted?

No.

How many people are involved?

That information has not been released.

Who is Sleep Medicine? I don't remember that name or I never went there.

Sleep Medicine Associates is a sleep disorder clinic in North Texas. If you received a notification letter, you were either a former or current patient of Sleep Medicine Associates or otherwise provided your name to Sleep Medicine Associates as part of registration for medical services.

Have the police been/local authorities been notified? If so, with which police department and what is the case number?

The FBI has been notified of this incident.

How can I have my information removed from the server/directory?

I understand your concern. Due to state and federal regulations records must remain on file.

Why didn't you tell affected individuals about the loss of the data sooner?

With any such event, it takes time to gather the relevant information, identify the affected individuals, hold the necessary internal discussions, and make the appropriate decisions to line-up the assistance services that are being offered. Sleep Medicine was diligent with the investigation to ensure the appropriate protection services would be provided.

What is Sleep Medicine doing to prevent this kind of loss from happening again?

Sleep Medicine Associates is investigating this incident internally in an effort to determine how the recipient obtained the document. Sleep Medicine Associates also anticipates implementing additional safeguards to improve data security and help prevent future disclosures.

What is the deadline for registering for the pre-paid package of identity protection services?

June 30, 2021.



If there are any updates regarding this letter, how will I be notified?

We will update our Sleep Medicine website with the most recent information.

Has the information been misused?

Sleep Medicine Associates is currently investigating this incident. We encourage all affected individuals to remain vigilant to promptly address any anomalous activity with respect to their personal information.

Who should I contact if I have questions?

You can call us back for more information, if you have more questions, or for information on the membership services that are being provided.

Can I speak with someone directly at Sleep Medicine?

I can take your contact information and have someone from Sleep Medicine call you back. Is there anything else I can help answer or any other questions you may have?

I did not receive a letter stating that my information was compromised, but feel that I should have. Can you help me?

The review of the data was extensive, and all of the affected individuals were notified by mailed letters that went out on March 16, 2021. I can check to see if your information was involved. Services are only being offered to those affected.

I am not listed in your system; however I would like information regarding this incident.

I appreciate your concern. Unfortunately, I am unable to provide information except to those individuals that have received a notification letter.

What are the risks of identity theft with the information that was exposed?

Receiving a letter does not mean that you are a victim of identity theft. We are recommending that people review their letter and the recommendations provided.

Is there anything I need to do to in response to the exposure of my personal information?

Once you are enrolled in the IDX identity protection membership, you may also take advantage of your rights to the free fraud alert services offered by the three major credit bureaus. Placing fraud alerts will provide your credit with additional protection. In addition, doing so will give you access to copies of each of your credit reports at no cost to you.

My [spouse/child/family member/partner] has passed away and I handle their affairs. Can you speak/assist me regarding this letter?

Yes, I would be happy to help. Before we begin can I please have your name and relationship so that I can document this in our system?

[Agent – Please record the callers information]

I am with (Media); can you provide me with further information about the recent data breach with Sleep Medicine?

[Agent - Please obtain their name, information, question and forward this to Sleep Medicine Associates.]



Is the letter legitimate? Is this a scam?

I can assure you the letter is legitimate and not a scam. Sleep Medicine Associates is committed to protecting individuals' security and privacy and takes this incident very seriously. We regret any inconvenience this may cause you.

I'm going to sue Sleep Medicine!

I understand you're frustrated. Would you mind if I have a supervisor contact you back?
[Agent – Please take down the caller's information and escalate to IDX.]

I called my doctor's office and they are unaware of this situation. Should they be?

This event is being managed by Sleep Medicine Associates directly versus your doctor and so it is understandable that they may not be aware of this situation. Sleep Medicine Associates wants to provide the support and services to you directly so that your doctor can focus on the services they are providing to their patients.

How would I know if I am a victim of medical fraud?

We suggest that you review your EOBs (Explanation of Benefits), bills from any medical facilities, statements, etc. that you receive and verify that the services are accurate. If not, let us know and we will be able to assist.

Can my [spouse/child/family member/partner] also receive services?

If you give me their name I can check to see if their information was involved. Services are only being offered to those affected.

Can my [spouse/child/family member/partner] also receive services, they are part of my file/records?

Please know that your entire medical file was not compromised. If you give me their name I can check to see if their information was involved. Services are only being offered to those affected.

I am calling on behalf of [letter recipient], can you assist me on their behalf?

Yes, but I need to speak with them first and confirm that they approve that I speak with you. Are they available?