

Monitoring and Recovery

Total care for affected individuals and victims



When it comes to a breach of PHI, credit monitoring is not enough. ID Experts offers maximum protection against financial and medical identity theft for breaches by HIPAA covered entities and their business associates.

In fact, ID Experts maintains a 100% success rate in restoring victim's identities to pre-theft status.

Our solution includes a customizable combination of cyber, identity and credit monitoring — along with our Healthcare Identity Protection Toolkit, fully-managed identity recovery by ICFE-certified Recovery Experts and up to \$1 million of reimbursement insurance. It's the most complete solution for protecting patient privacy you can find, bringing victims peace of mind and protecting your good name.

Cyber, Identity and Credit Monitoring

ID Experts offers thorough credit monitoring from one of the three national credit bureaus, or tri-bureau credit monitoring. The service

monitors all activities that affect a subscriber's credit record, and provides e-mail alerts if any changes are made to the individual's credit file. Our service also has the option to set fraud alerts or credit freezes with the credit bureaus.

CyberScan™ offers complete cyber-monitoring to help prevent medical and financial identity theft. Our technology scours criminal websites, chat rooms and internet bulletin boards 24 hours a day for stolen identities. Millions of identities sold online have been detected by our surveillance technology. Individuals receive an alert if a match is found with any of their personal information.

Our identity monitoring searches thousands of sources for the illegal use of a subscriber's identity. Our service looks for address changes, new names associated with a social

security number, and will also search to see if a thief is trying to rent an apartment or gain employment under a subscriber's personal information. Individuals receive an e-mail alert if any of these activities are identified.

Healthcare Identity Protection Toolkit™

This toolkit provides an actionable checklist for individuals concerned about medical identity theft to protect themselves and monitor relevant information. It includes a broad collection of documents, resources, direction and advice on how patients can protect their private information after a data breach incident. The toolkit includes:

- Instructions for placing fraud alerts
- Methods for monitoring healthcare activity for potential fraud associated with an individual's health insurance account
- Specific directions for contacting Medicare or Medicaid, if appropriate
- Tips and resources for avoiding and detect-

ABOUT ID EXPERTS

ID Experts is the leader in comprehensive data breach prevention and response, with a focus on full recovery. Founded in 2003, ID Experts has managed hundreds of data breach incidents for leading healthcare organizations, corporations, financial institutions, universities, and government agencies across the United States. We are passionate about protecting the organizations and individuals we serve from the threat of identity crime.



MONITORING AND RECOVERY: COMPONENTS AND BENEFITS

Cyber, Identity and Credit Monitoring	ID Experts offers credit monitoring from one or all three credit bureaus, plus CyberScan™ and identity monitoring to help detect and protect against medical and financial identity theft.
Healthcare Identity Protection Toolkit™	This toolkit helps individuals protect themselves against medical identity theft and monitor relevant information with tips, resources, instructions and a protection log.
100% Success Rate in Identity Restoration	Our ICFE-certified Recovery Experts have a 100% success rate in restoring victims' identities to pre-theft status. Services include limited power of attorney, assistance in understanding documents and filing complaints with appropriate agencies.
Identity Theft Reimbursement Insurance	We provide up to \$1 million in reimbursement insurance for out-of-pocket expenses related to identity restoration.

ing medical identity theft

- A protection log to maintain a running account of all steps taken to protect oneself

Fully-managed Identity Recovery

Unfortunately, patients that have had PHI exposed in a data breach incident have a higher risk of falling victim to identity crime. But ID Experts has a 100% record of restoring affected patients to pre-theft status. Our restoration services include:

- Experienced ICFE-certified Recovery Experts who handle every case
- Use of limited power of attorney (LPOA) to work on behalf of the victim
- Guidance in requesting and interpreting explanation of benefits (EOBs), provider medical records, pharmacy records and other relevant health information
- Dispute resolution assistance for bills or collections resulting from fraudulent activities
- Filing complaints with the Department of Health and Human Services (HHS), state Attorneys General, and Medicare and Medicaid agencies as necessary

Identity Theft Reimbursement Insurance

ID Experts provides up to \$1 million of insurance that reimburses patients for out-of-pocket expenses related to the restoration of their identity. Covered expenses typically include legal fees, private investigators and notary/documentation fees. The insurance is underwritten by a top-tier national insurance company.

Our Healthcare Expertise

Healthcare is the industry third most frequently victimized by data breach.

Data breach issues and risks are different in the healthcare sector — the data (both PHI and PII) and victims are diverse, regulations are more complex and financial risks are extreme. ID Experts is trusted by many prominent healthcare providers, payors and other industry participants to provide a full spectrum of data privacy and breach solutions – before, during and after an incident.

ID Experts has the focused expertise to deliver industry-specific products and services that best protect healthcare organizations and the patients they serve. Our certified professionals, industry experience and our fo-

cus on “full recovery” help demonstrate your commitment to breach victims firsthand — as well as exhibit credibility and compliance to regulators and other relevant audiences.

With ID Experts as your partner, your organization will minimize the reputational, legal and financial risks of a data breach, and help ensure positive outcomes for everyone involved.

Talk to an expert today:

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24% of medical identity theft cases are caused by a healthcare data breach or malicious insider.

- National Study on Medical Identity Theft,
Ponemon Institute LLC, March 2011

Visit www.idexpertscorp.com for more information.

