

TOTAL VISION NOTICE OF BREACH

On October 24, 2020, a Total Vision cloud hosted server was the target of a ransomware cyber-attack. Upon learning of this incident, Total Vision promptly took action to secure the information and arranged with its vendor the addition of additional levels of security to its cloud-hosting services. Total Vision launched an investigation which is ongoing.

“We take our responsibility to protect patient information very seriously and deeply regret this incident occurred,” said Neil Collier, CEO, Total Vision. “While we are not aware of any misuse of patient information related to this incident, we are notifying patients about what happened, what information was involved, what we have done to address the situation, and what patients can do to help protect their information.”

The investigation revealed that some personal information of approximately 138,402 individuals, including the patient’s name, address, date of birth, contact lens or eyeglass prescription, and in some instances, social security number, was stored on the server. Credit card and bank account information was not exposed, and the attack did not impact the patient electronic health record system. The system on the cloud-hosted server was an administrative system. At this time, Total Vision has no information indicating that an unauthorized person actually acquired the information or that there has been any attempted misuse of patient information.

Total Vision is offering free credit monitoring services for one year to individuals whose social security information was included in the security incident. If you choose not to participate in the free credit monitoring, please call the toll-free numbers of any of the three major credit bureaus to place a fraud alert on your credit report and order your free credit report: Experian: 1-888-397-3742; P.O. Box 9532, Allen, TX 75013; Equifax: 1-800-525-6285; P.O. Box 740241, Atlanta, GA 30374-0241; TransUnion: 1-800-680-7289; P.O. Box 6790, Fullerton, CA 92834-6790. Additional resources regarding identity theft protection may be found at the FTC identity theft website, [IdentityTheft.gov](https://www.ftc.gov/identitytheft), which includes information regarding identity theft recovery steps and how to file an identity theft complaint if you discover your information has been compromised. Individuals should follow up with the applicable insurance company or eyecare provider for any items that are not recognized.

Total Vision has taken a number of important steps intended to protect its systems and prevent similar situations from happening in the future including additional security technology. “We continue to work closely with leading experts to learn from our experience and help our organization and other health care organizations to prevent these kinds of incidents” said Collier.

For patients who have questions or concerns regarding this incident, or to determine if they are impacted by this incident, please call 855-347-6551 and use engagement number DB24138 .