

Note about file naming convention:

Each of these files has an evidence Id #. The first characters of the file name are the evidence Id #. The evidence Id # will be delineated with an underscore. For example:

17_Shirley_From_Atrium_Health_06_06_19__10_33_AM is evidence Id #17.

22_Atrium_Health_Corporate_Privacy_08_06_19__03_01_PM is evidence Id #22.

...and so on.

Notes about the “players” involved:

Atrium Health’s finance department helps patients with financial assistance for their medical bills.

Shirley is an employee of Atrium Health’s financial department

Atrium Health Corporate Privacy (also referenced as “Corporate Privacy”) is Atrium’s team that investigates improper access to health information within Atrium Health.

These are calls with Shirley at Atrium Health and Atrium Health Corporate Privacy. In the morning of June 6th, 2019, Jenny texts me to say that Shirley from Atrium Health needs me to call her. Per Jenny, Shirley left Jenny a voicemail on Jenny's **work** number. Per Jenny, Shirley says that Jenny's work number is an alternate contact number for my account. ***At the time Jenny texts me to tell me this, I have deauthorized Jenny's personal cell number 4 times, and I do not even know Jenny's work number. I know that this is a (another) scam.***

Shirley is an employee of Atrium Health's finance department. Here are the relevant facts:

1. Atrium Health's finance department doesn't have your full social security number. They cannot see your full social security number in their systems.
2. For Atrium Health's finance department, the only use of your full social security number is to order your medical records and file a Medicaid application.
3. Atrium Health has a second financial aid option called Charity Care. For Charity Care, you do not have to provide your social security number.

You will find each of these facts confirmed in the calls with Shirley and Corporate privacy.

Timestamps for important events:

Evidence Id #19 June 7th call, at 10:10 AM

9:22 – 1st attempt to get my social security number

25:01 – 2nd attempt to get my social security number + claim that she has my social security number in her filing cabinet

25:28 – 3rd Attempt to get my social security number

Evidence Id #20 June 13th, at 8:20 am

8:58 – Shirley confirms that she asks for all 9 digits. Remember that she doesn't have access to my full social security number.

Evidence Id #21

1:46 – Corporate Privacy says that, per a finance official, Atrium Health's finance dept called Jenny on June 7th. It is interesting to note that Jenny told me that Shirley called her on June 6th.

5:23 – Per a financial official, there is no reason that they should ask for my full social security number. Atrium Health's finance department can't see my full social security number.

The first call to listen to is evidence Id #19

The evidence Id #19 call took place on June 7th, 2019. Here is what to notice:

1. I deny, outright, any interest in Medicaid at the very beginning (this should get rid of any reason that Shirley would need my full social security number)
2. Despite this, Shirley makes 3 attempts to get my full social security number (she asks for me to give her my “social security number”, and in evidence Id #20, she confirms that she was asking for “all 9 digits”).

Shirley claims to need my full social security number to remove Jenny’s work number from my account. She is supposed to have removed this number on June 6th, 2019 (see evidence Id #17).

*The attempts to get my social security number become very motivated. **It is as if Shirley has something to gain by getting my full social security number.***

3. In one attempt to get my social security number, Shirley seems to claim that she has my full social security number on a piece of paper in her file cabinet.

This raises some questions:

1. Why is Shirley asking for my full social security number?
2. Why are her attempts to get it increasingly motivated and desperate attempts?

3. Why does she lie to me and tell me that she has my social security number on a piece of paper in her file cabinet?

The answers are as follows:

1. She wants to order my medical records. This is the only purpose she has for this information.

2. She has something to gain by getting my medical records. There is a large benefit to her somehow.

3. She is trying to disarm me and make me feel as if she already has access to my full social security number. She wants to make me feel like there is no cost to me, if I give her my full social security number; she already has it in her filing cabinet.

Shirley is trying to illegally obtain my healthcare records. That is the conclusion of all of this. She is facing serious prison time if she gets caught. In the face of this, she is still very motivated. Who can offer her a suitably large reward, big enough to offset this risk? The answer is obvious.

You can then listen to evidence Id #20, to confirm that Shirley was asking for my full SSN. You can listen to her explanation for why she needs this.

Then you can listen to evidence Id #21, where Laura from corporate privacy tells me that, per a senior finance official, Atrium Health's finance dept doesn't have access to my full social security number. Per Laura, this

senior official told her that he doesn't know why on earth someone would be asking for my full SSN.

Evidence Id #23 has some details referenced in my complaint.

Evidence Inventory

Id #17 – I call Shirley and curse at her. This is on June 6th, 2019. This is on the morning that Jenny texts me and tells me that Shirley left a message on Jenny's work voicemail

Id #18 – I call Shirley and get no answer. This is June 7th, 2019.

Id #19 – On June 7th, Shirley calls me back.

Id #20 – I call Shirley to get her to confirm that she asks for all 9 digits

Id #23 – I think that Jenny has gotten my health info. I call Atrium Health Corporate Privacy to find out who has been in my chart. I suspect that Jenny has gotten someone in her extended network, who works at Atrium Health, to get in my chart and give her info

In this call, I also bring up the suspect behavior at the finance dept.

Id #21 – I call Corporate Privacy back, and they have some answers. Corporate Privacy also looks into the suspect behavior at the finance department, and has answers for that.

Id #22 – I call Corporate Privacy one more time.