



Refuah Health Center Provides Notification of Information Security Incident to Affected Individuals

April 29, 2022

The privacy and security of the personal and protected health information we maintain is of the utmost importance to Refuah Health Center.

We recently discovered unauthorized access to our network occurred between May 31, 2021 and June 1, 2021. We immediately launched an investigation in consultation with outside cybersecurity professionals who regularly investigate and analyze these types of situations to analyze the extent of any compromise of the information on our network. Based on our comprehensive investigation and document review, which concluded on March 2, 2022, we discovered that a limited amount of personal and/or protected health information was removed from our network in connection with this incident. The information included the affected individuals' full names and one or more of the following: Social Security numbers, driver's license numbers, state identification numbers, dates of birth, bank/financial account information, credit/debit card information, medical treatment/diagnosis information, Medicare/Medicaid numbers (which may be identical to Social Security numbers), medical record numbers, patient account numbers, and/or health insurance policy numbers.

To date, we are not aware of any reports of identity fraud or improper use of any information as a direct result of this incident. Out of an abundance of caution, we provided written notification of this incident commencing on or about April 29, 2022, to all those potentially impacted to the extent we had a last known home address. The notice letter specifies steps affected individuals may take in order to protect themselves, including enrolling in complimentary credit monitoring services (if their Social Security number was impacted), placing a fraud alert/security freeze on their credit files, obtaining free credit reports, remaining vigilant in reviewing financial account statements and credit reports for fraudulent or irregular activity, and taking steps to safeguard against medical identity theft.

Please accept our apologies that this incident occurred. We are committed to maintaining the privacy of personal and protected health information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of personal and protected health information. Since this incident, we have installed a new firewall and conducted a vulnerability assessment.

Individuals with questions concerning this incident may call a dedicated and confidential toll-free response line that we have set up to respond to questions at 877-730-3706. The response line is available Monday through Friday, 9:00am to 9:00pm, Eastern Time.

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