

MCG Health, LLC, Vendor Breach Event Notification

June 13, 2022

CHI Health and its associated locations take the privacy of its patients and their information very seriously. Regrettably, we were notified by one of our vendor partners of a cybersecurity event that may have exposed some of our patients' protected health information.

MCG Health, LLC, provides patient care guidelines to health care providers and health plans across the US, including our organization. MCG determined on March 25, 2022, that an unauthorized party had previously obtained personal information that matched data stored on MCG's systems. This data included some or all of the following data elements: names, Social Security numbers, medical codes, postal addresses, phone numbers, email addresses, dates of birth and gender. On April 22, 2022 MCG notified our organization that some of our patients' data may have been involved in the cybersecurity event. At first, we were hopeful that the information had not been accessed or disclosed. However, after additional analysis, we determined on May 11, 2022 that there is a likelihood that the protected health information of some of our patients may have been compromised.

MCG has taken steps to thoroughly investigate the nature and scope of the event. A leading forensic investigation firm was retained to assist, and MCG is coordinating with the FBI. MCG has deployed additional monitoring tools and will continue to enhance the security of their systems.

MCG will be notifying, on our behalf, any of our impacted patients via mailed letter. MCG is offering identity protection and credit monitoring services for two years at no cost to any impacted patients. They are also managing a call center to answer questions related to the event. The call center may be reached at 1-866-475-7221 Monday – Friday, 6 am to 8 pm PT; Saturday – Sunday, 8 am to 5 pm PT. Additional information can also be found on MCG's website here: https://www.mcg.com/wp-content/uploads/2022/06/MCG-Website-Notice_90273447_1-6.8.22481312.4-004.pdf.

We are directing MCG to notify our impacted patients about this issue so they can take steps to help protect their information. Anyone is entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order a free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. We also encourage our patients to remain vigilant by reviewing account statements and monitoring free credit reports.

We apologize that this occurred at one of our vendors, and regret any concern that this issue may have caused. Please contact the call center if you have questions regarding this event.