

# Notice: Health EC Data Incident

Commonwealth Primary Care, and its ACO partner MDValueCare, were impacted by a data security incident at HealthEC (“HEC”), a population health technology vendor. This data security incident affected many of HealthEC’s customers and may have involved personal and/or protected health information of CPC’s patients.

**For more information, visit:**

- HealthEC’s website (include link to [HealthEC | KLAS-recognized Population Health Management Company](#))

**What Happened?** HEC became aware of suspicious activity potentially involving its network and promptly began an investigation. The investigation determined that certain systems were accessed by an unknown actor between July 14, 2023 and July 23, 2023, and during this time certain files were copied. HEC then undertook a thorough review of the files in order to identify what specific information was present in the files and to whom it relates. This review was completed on or around October 24, 2023 and identified information relating to some of HEC’s clients. HEC began notifying its clients on October 26, 2023, and worked with them to notify potentially impacted individuals. Individual notices were sent at the end of December 2023.

**What Information was Involved?** The types of information identified through HEC’s review varies by individual but may include name, address, date of birth, Social Security number, Taxpayer Identification number, Medical Record number, Medical information (including but not limited to Diagnosis, Diagnosis Code, Mental/Physical Condition, Prescription information, and provider’s name and location), Health insurance information (including but not limited to beneficiary number, subscriber number, Medicaid/Medicare identification), and/or Billing and Claims information (including but not limited to patient account number, patient identification number, and treatment cost information).

**What HEC Is Doing.** HEC takes this event, your privacy, and the security of information in its care very seriously. Upon learning of the suspicious activity, HEC moved immediately to investigate and respond. The investigation included confirming the security of its network, reviewing the relevant files and systems, notifying potentially affected business partners/customers, and notifying federal law enforcement. As part of its ongoing commitment to your privacy and the security of information in its care, HEC is also reviewing its existing policies and procedures.

**What You Can Do.** In general, individuals should remain vigilant against incidents of identity theft and fraud by reviewing account statements, explanation of benefits statements, and monitoring free credit reports for suspicious activity and to detect errors. Suspicious activity should be promptly reported to relevant parties including an insurance company, health care provider, and/or financial institution. Additional information and resources may be found on HEC’s website. (include link to [HealthEC | KLAS-recognized Population Health Management Company](#))

**If you have questions, please contact:**

HealthEC's data incident call center at 1-833-466-9216 between 8:00 am to 8:00 pm Eastern time, Monday through Friday, excluding holidays.