

Medical Business Management - Notice of Data Incident

August 12, 2021 – Medical Business Management (“MBM”), a company that provides medical claims and billing services to healthcare organizations, has learned of a data security incident that may have impacted the privacy of certain data MBM received from such healthcare organizations. This notification provides information about the incident and resources available to assist potentially impacted individuals.

What Happened? In April of 2021, MBM became aware of unusual activity within its network environment and discovered that it had been the victim of data encryption by an unknown actor. Upon discovering this activity, MBM took steps to secure its environment and launched an investigation with the assistance of leading, independent digital forensics and cybersecurity experts. As a result of the investigation, MBM learned that certain data may have been accessed without authorization.

MBM conducted a thorough review of the potentially affected data. On July 1, 2021, MBM learned that information relating to patients of its partner healthcare organizations was present in the potentially affected data. MBM then worked with such organizations to collect contact information needed to notify individuals whose information was identified within the potentially affected files. Of note, MBM has no evidence of actual or attempted misuse of any potentially affected data.

What Information Was Involved? The following personal and protected health information may have been involved in the incident: name, date of birth, Social Security number, medical treatment information, and health insurance information.

What Is MBM Doing? Data privacy and security are among MBM’s highest priorities. MBM has taken steps to help prevent a similar incident from occurring in the future. MBM has also worked with its partner healthcare organizations to provide notice of this incident to potentially impacted individuals and to provide information about steps that can be taken by such individuals to help protect their information. MBM has also established a toll-free call center to answer questions about the incident. Call center representatives are available Monday through Friday from 8:00 am – 8:00 pm Central Time and can be reached at 1-800-939-4170.

What You Can Do. MBM encourages individuals to remain vigilant against incidents of identity theft and fraud, to review account statements and explanations of benefits forms, and to monitor free credit reports for suspicious activity and to detect errors.

The privacy and security of all personal and protected health information is a top priority for MBM, and MBM deeply regrets any inconvenience or concern this incident may cause.

MBM is also providing the following information to help those who want to know more about steps they can take to protect themselves and their personal information:

What steps can I take to protect my personal information?

- Please notify your financial institution immediately if you detect any suspicious activity on any of your accounts, including unauthorized transactions or new accounts opened in your name that you do not recognize. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.
- You can request a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To do so, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is listed at the bottom of this page.

- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC's website offers helpful information at www.ftc.gov/idtheft.

How do I obtain a copy of my credit report?

You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three agencies:

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800

www.transunion.com

Experian

P.O. Box 2002
Allen, TX 75013
1-888-397-3742

www.experian.com

Equifax

P.O. Box 740241
Atlanta, GA 30374
1-888-548-7878

www.equifax.com

How do I put a fraud alert on my account?

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

How do I put a security freeze on my credit reports?

You have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or online by following the instructions found at the websites listed below. You will need to provide the following information when requesting a security freeze (note that if you are making a request for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; and (4) address. You may also be asked to provide other personal information such as your email address, a copy of a government-issued identification card, and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. There is no charge to place, lift, or remove a freeze.

Equifax Security Freeze

PO Box 105788
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

Experian Security Freeze

PO Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion (FVAD)

PO Box 2000
Chester, PA 19022
1-800-909-8872
www.transunion.com

What should I do if my family member's information was involved in the incident and is deceased?

You may choose to notify the three major credit bureaus, Equifax, Experian and TransUnion, and request they flag the deceased credit file. This will prevent the credit file information from being used to open credit. To make this request, mail a copy of your family member's death certificate to each company at the addresses below.

Equifax

Equifax Information Services

Experian

Experian Information Services

TransUnion

Trans Union Information

P.O. Box 105169,
Atlanta, GA 30348

P.O. Box 9701
Allen, TX 75013

Services
P.O. Box 2000
Chester, PA 19022

What should I do if my minor child's information is involved in the incident?

You can request that each of the three national credit reporting agencies perform a manual search for a minor's Social Security number to determine if there is an associated credit report. Copies of identifying information for the minor and parent/guardian may be required, including birth or adoption certificate, Social Security card and government issued identification card. If a credit report exists, you should request a copy of the report and immediately report any fraudulent accounts to the credit reporting agency. You can also report any misuse of a minor's information to the FTC at <https://www.identitytheft.gov/>. For more information about Child Identity Theft and instructions for requesting a manual Social Security number search, visit the FTC website: <https://www.consumer.ftc.gov/articles/0040-child-identity-theft>. Contact information for the three national credit reporting agencies may be found above.