

Physicians Dialysis Notifies Patients of Data Security Incident

NORTH MIAMI BEACH, FLORIDA: October 28, 2021 – Physicians Dialysis Management, LLC (“Physicians Dialysis”) a Florida-based healthcare provider that focuses on providing dialysis-related treatment, has learned of a data security incident that may have involved personal and protected health information belonging to certain current and former Physicians Dialysis patients. Physicians Dialysis has sent notification of this incident to potentially impacted individuals and provided resources to assist them.

On March 21, 2021, Physicians Dialysis experienced a data security incident. Physicians Dialysis immediately took steps to secure our network and launched an investigation with the assistance of cybersecurity experts to determine what happened and whether sensitive information may have been affected. Through this process, Physicians Dialysis discovered that personal information and/or health information may have been accessed without authorization during the incident. Physicians Dialysis then began collecting the contact information needed to provide notice to potentially affected individuals. Notice was completed on June 25, 2021. Physicians Dialysis learned on October 26, 2021 that some of the notification letters mailed in connection with this incident were not received by the intended recipients. As a consequence, Physicians Dialysis is issuing this notice.

Physicians Dialysis is not aware of any evidence of the misuse of any information potentially involved in this incident. However, beginning on June 25, 2021, Physicians Dialysis provided notice of this incident to the potentially impacted individuals. In so doing, Physicians Dialysis provided information about the incident and about steps that potentially impacted individuals can take to protect their information. Physicians Dialysis takes the security and privacy of patient information very seriously and is taking steps to prevent a similar event from occurring in the future.

The following personal and protected health information may have been involved in the incident: involved in the incident: date of birth, Social Security number, patient account number, diagnosis, date of visit, health insurance beneficiary number, and medical record number.

Physicians Dialysis has established a toll-free call center to answer questions about the incident and to address related concerns. Call center representatives are available Monday through Friday from 9:00 am – 9:00 pm Pacific Time and can be reached at 1-833-903-3648.

The privacy and protection of personal and protected health information is a top priority for Physicians Dialysis, which deeply regrets any inconvenience or concern this incident may cause. Please note that this incident was previously reported to the media: <https://www.prnewswire.com/news-releases/physicians-dialysis-provides-notification-of-data-security-incident-301321011.html>

While Physicians Dialysis has no evidence of the misuse of any potentially affected individual’s information, it is providing the following information to help those wanting 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?

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC). You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Ave, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.consumer.ftc.gov, www.ftc.gov/idtheft.

Copy of 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 can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

- *Equifax*, P.O. Box 740241, Atlanta, GA 30374, 1-800-525-6285, www.equifax.com.
- *Experian*, P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com.
- *TransUnion*, P.O. Box 1000, Chester, PA 19016, 1-800-916-8800, www.transunion.com.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state attorney general about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the attorney general in your state.