

Notice of Email Security Incident

Allcare Medical Management Inc. (“Allcare”) contracts with healthcare organizations, including Family Planning Associates Medical Group, Inc. (“FPA”), to provide medical practice management services. Allcare takes the privacy and security of patient information very seriously. Regrettably, this notice concerns an email security incident that involved some of that information.

What Happened?

We recently detected suspicious activity relating to one of our employee’s email accounts. We immediately took steps to secure the account and a computer forensic firm was engaged to assist with our investigation. On May 23, 2024, the investigation determined that an unauthorized user accessed the email account for brief periods of time between March 4 and April 20, 2024. Based on the investigation, the likely purpose of the unauthorized access to the email account was to perpetuate an email phishing scheme, not to access personal information. However, we could not rule out the possibility that emails and attachments in the email account may have been viewed or acquired as a result of this incident. Therefore, we completed a detailed review of the email account’s contents, which was completed on June 12, 2024.

What Information Was Involved?

The information involved varied by individual but may have included one or more of the following: name, contact information, date of birth, medical record number, health insurance information, and/or information related to care received at FPA. For a limited number of individuals, a Social Security number was also included.

Allcare electronic health records systems are separate from our email accounts and were **not** involved.

What We Are Doing.

Please know that we take this matter very seriously. To help prevent something like this from happening in the future, we are making additional security enhancements to our email environment. We also continue to provide email security training and education to our employees. Allcare is mailing notification letters to all individuals whose information may have been included in the email account and is offering individuals whose Social Security number was involved complimentary credit monitoring and identity protection services.

What You Can Do

While at this time we have no evidence that any information involved in this incident has been misused, out of an abundance of caution, we recommend affected individuals review any statements received from their healthcare providers. If individuals see services they did not receive, please contact the provider immediately.

For More Information.

Allcare has established a dedicated toll-free call center to answer questions. The call center is available at (866) 810-5252, Monday through Friday, 6 a.m. to 3:30 p.m. Pacific Time, excluding major U.S. holidays.