

Notice of Data Incident

August 20, 2024

Community Care Alliance (“CCA”) recently discovered unusual activity on our network and began an investigation, which included working with third-party specialists to determine the nature and scope of the activity. The investigation determined there was unauthorized access to certain portions of our network between July 1, 2024 and July 5, 2024. While our review of the scope of information affected is still ongoing, the investigation has determined the information at risk may contain first and last name together with one or more of the following: address, date of birth, driver’s license number, Social Security number, diagnosis/condition, lab results, medications, health insurance information, provider name and/or other treatment information. Upon completion of its investigation, CCA will directly notify individuals whose information is identified to have been impacted.

In response to this incident, we implemented additional security measures to further minimize the risk of a similar incident occurring in the future. We also notified law enforcement and are reviewing our policies and procedures related to data protection. We are also providing individuals access to credit monitoring and identity protection services as an added precaution. If you have questions about this incident or would like to enroll in the credit monitoring and identity protection services, please call 1-800-405-6108 between the hours of 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday, excluding holidays. You may also write to us at PO Box 1700, Woonsocket, RI 02895.

In general, we encourage individuals to remain vigilant in regularly reviewing and monitoring all account statements, explanation of benefits statements, and credit history to guard against any unauthorized transactions or activity. Individuals can get one free credit report every year from each of the three major credit reporting bureaus: TransUnion; Experian; and Equifax. To order a free credit report, individuals may visit www.annualcreditreport.com or call 1-877-322-8228.

Individuals may also place a fraud alert or credit freeze by contacting the credit reporting agencies: TransUnion 1-800-680-7289, P.O. Box 2000 Chester, PA 19016, transunion.com; Experian 1-888-397-3742, P.O. Box 9554 Allen, TX 75013, experian.com; Equifax 1-888-298-0045, P.O. Box 105069 Atlanta, GA 30348, equifax.com.

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and steps to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (“FTC”), or their state Attorney General. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should also be reported to law enforcement, the state Attorney General, and the FTC.