Notice of Data Incident

Community Care Alliance ("CCA") recently discovered unusual activity on its network and began an investigation, which included working with third-party specialists to determine the nature and scope of the activity. The investigation identified certain information may have been accessed or acquired by an unauthorized individual between July 1, 2024 and July 5, 2024. Upon discovery, we worked to identify the scope of data potentially at risk to perform a thorough review to identify the types of information potentially affected and to whom it relates. On or around January 8, 2025, we completed our investigation and determined the types of information potentially affected may include individuals' name and one or more of the following: address, date of birth, driver's license number, Social Security number, diagnosis/condition, lab results, medications, patient ID number, health insurance information, provider name and/or other treatment information. Upon completion of its investigation, we worked to confirm up to date address information and provide notification to potentially affected individuals.

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 1-833-998-5800 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.