

## **Notice of Data Security Incident**

CORAL GABLES, FLORIDA: September 11, 2023 – Pharm-Pacc, Corporation (“Pharm-Pacc”) is a provider of managed recovery services including medication claims processing and administration for uninsured patients. Pharm-Pacc experienced a data security incident that may have impacted personal or protected health information belonging to certain individuals who received healthcare services from various healthcare provider groups that Pharm-Pacc supports. Pharm-Pacc is sending notification of this incident to potentially impacted individuals and has provided resources to assist them.

On March 24, 2023, Pharm-Pacc discovered suspicious activity that impacted its digital environment. In response, Pharm-Pacc took immediate steps to secure its digital environment and promptly launched a forensic investigation, aided by an independent cybersecurity firm, to determine what happened and whether any information may have been impacted. On May 23, 2023, Pharm-Pacc received confirmation that certain of its digital systems were accessed without authorization. Pharm-Pacc then engaged a vendor to conduct a comprehensive review to determine whether those systems contained any personal or protected health information.

On July 14, 2023, Pharm-Pacc learned that certain personal or protected health information was kept on one of its digital systems and therefore may have been impacted in connection with the incident. The impacted information could have included Patient Name, Date of Birth, Patient Account number, Patient Medical record number, Patient Dates of Service, Patient Address, Drivers License Number, Medical Device identifier, Individual Taxpayer Identification Number, Patient Telephone numbers, Patient Email address, Patient Medical Image, Patient License Plate Number, Patient Date of Death, Digital Signature, or Social Security Number). Pharm-Pacc then promptly notified pertinent healthcare providers of the incident and worked diligently with them to identify up-to-date address information necessary to provide notice to potentially impacted individuals.

Pharm-Pacc 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 between 8:00 a.m. - 8:00 p.m. Eastern Time and can be reached at 1-833-961-5700.

The privacy and protection of personal and protected health information is a top priority for Pharm-Pacc, which deeply regrets any inconvenience or concern this incident may cause. While Pharm-Pacc has no evidence of the misuse of any potentially affected individual’s information as a result of this incident, Pharm-Pacc is providing the following information about steps that individuals can take to help protect their information.

### **STEPS YOU CAN TAKE TO HELP PROTECT YOUR 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).

**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 1-877-322-8228, 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 national credit reporting agencies:

**Equifax**

P.O. Box 105851  
Atlanta, GA 30348  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

**Experian**

P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

**Fraud Alert:** 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 at least 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>.

**Security Freeze:** You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**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.

**Federal Trade Commission**

600 Pennsylvania Ave, NW  
Washington, DC 20580  
[consumer.ftc.gov](http://consumer.ftc.gov), and  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

**Maryland Attorney General**

200 St. Paul Place  
Baltimore, MD 21202  
[marylandattorneygeneral.gov](http://marylandattorneygeneral.gov)  
1-888-743-0023

**New York Attorney General**

Bureau of Internet and Technology  
Resources  
28 Liberty Street  
New York, NY 10005  
[ag.ny.gov](http://ag.ny.gov)  
1-212-416-8433 / 1-800-771-7755

**North Carolina Attorney  
General**

9001 Mail Service Center  
Raleigh, NC 27699  
[ncdoj.gov](http://ncdoj.gov)  
1-877-566-7226

**Rhode Island Attorney General**

150 South Main Street  
Providence, RI 02903  
<http://www.riag.ri.gov>  
1-401-274-4400

**Washington D.C. Attorney  
General**

400 S 6th Street, NW  
Washington, DC 20001  
[oag.dc.gov](http://oag.dc.gov)  
1-202-727-3400

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit [https://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf).