

NOTICE OF DATA BREACH

The following contains important information about a recent breach that potentially impacted the personal information of patients of Arizona Health Advantage, Inc. d/b/a Arizona Priority Care and AZPC Clinics, LLC (collectively, “APC”). Consistent with its role as a business associate, APC is also providing information about a potential breach of the personal information of members on behalf of the following health plans with whom APC contracts: Alignment Health Plan of Arizona, Inc. and Alignment Health Insurance Company of Arizona, Inc., Blue Cross Blue Shield of Arizona, Health Net of Arizona, Inc. (Centene), and WellCare Health Plans of Arizona, Inc. (Centene), specific to this cyberattack.

What Happened APC became aware of the breach on December 5, 2022. The breach occurred on or about December 1, 2022 to December 2, 2022. On Friday, December 2, 2022, APC employees noticed difficulty in accessing some of our servers. After extensive review, malware was detected on some of our servers, which a threat actor utilized to access and exfiltrate data. We hired third-party vendors experienced in this area to assist with our response to the incident. The APC team worked with the vendors to efficiently restore access to our systems and to analyze the impacted data.

What Information Was Involved For patients who may have been impacted by the breach, the categories of impacted personal information may include, among other things: your name, date of birth, address, treatment dates and information, services authorization numbers and health plan member number.

What We Are Doing APC and the plans identified above are taking steps to notify impacted individuals of this breach to ensure transparency. To ensure that your information is protected from future unauthorized disclosures, we have taken the following steps to protect your information:

- APC will cover the cost for one year for you to receive credit monitoring. To take advantage of this offer, please contact us at the number provided below;
- Added additional computer security protections and protocols to ensure that your personal information is protected from unauthorized access;
- Notified law enforcement of this incident;
- Notified the US Department of Health and Human Services, Office for Civil Rights, of this incident, as well as the Arizona Attorney General and other applicable regulatory agencies;



- Notified the local media to ensure that all impacted individuals are aware of the breach.

What You Can Do

To help protect your identity, we recommend that impacted individuals take immediate steps to protect yourself from further potential harm:

- Register a fraud alert with the following credit bureaus and order credit reports as follows:
 - Experian: (888) 397-3742; www.experian.com; National Consumer Assistance, P.O. Box 9554, Allen, TX 75013
 - TransUnion: (800) 680-7289; www.transunion.com; Fraud Victim Assistance Department, P.O. Box 2000, Chester, PA 19016-2000
 - Equifax: (800) 525-6285; www.equifax.com; Fraud Victim Assistance Department, Consumer Fraud Division, P.O. Box 740256, Atlanta, GA 30374
- Monitor account statements, Explanation of Benefit forms, and credit bureau reports closely
- Contact your state Consumer Protection Agency: www.usa.gov/state-consumer

If you think that your personal information is being improperly used, you can also contact local law enforcement to file a police report. Finally, you can contact the Federal Trade Commission (“FTC”) at 1-877-ID THEFT (877-438-4338) or review the information on identity theft promulgated by the FTC at www.ftc.gov/bcp/edu/microsites/idtheft/.

Other Information

For information about your health information privacy rights, you may visit <https://www.hhs.gov/hipaa/for-individuals/index.html>

For More Information

If you have any additional questions about this incident, please contact us at (866) 918-5293.

