

Notice of Security Incident

CentraState is committed to providing high-quality care to all of our patients, including maintaining the privacy and security of our patients' information. We were recently affected by a security incident that involved some information maintained by CentraState. The notice below provides further information regarding this incident, and the actions that we have taken in response.

What Happened: On December 29, 2022, CentraState detected unusual activity involving our computer systems. We immediately took steps to contain the incident and initiated an investigation, which included assistance from a forensics firm. We also reported the incident to law enforcement, including the Federal Bureau of Investigation, and have been working with the FBI throughout the investigation. The investigation determined that on December 29, the unauthorized person obtained a copy of an archived database that stored certain patient information.

What Information was Involved: The data involved varied by individual, but included information such as names, addresses, dates of birth, Social Security numbers, health insurance information, medical record numbers and patient account numbers. Additionally, some information related to care received at CentraState, such as date(s) of service, physician names and departments, treatment plans, diagnoses, visit notes, and/or prescription information was accessed. There was no financial account and/or payment card information involved in this incident.

What CentraState is Doing in Response: CentraState is committed to the security of its patient information. We are continually enhancing the security of our electronic systems and the patient data we maintain to help prevent events such as this from occurring in the future. CentraState appreciates law enforcement's support on this matter and looks forward to continuing to provide care to its valued patients.

Beginning on February 10, 2023, we are mailing letters to affected patients and while, to date, CentraState is unaware of any misuse of the involved information, as a precaution, we are offering complimentary credit monitoring and identity theft protection services to individuals whose Social Security number was involved. Patients are encouraged to review statements they receive from their healthcare providers and health insurer, and immediately report any inaccuracies to the provider or insurer.

Additionally, we have established a toll-free call center that individuals may contact with questions about this incident. Please call 1-866-674-3076, Monday through Friday, between 9:00 a.m. and 6:30 p.m. Eastern Time except holidays if you have questions.

We deeply regret any concern this incident may have caused and want to assure you that we are committed to the security of our systems, and we remain ready to provide the high-quality care that our patients and families have come to expect from CentraState. Events of this nature are affecting an increasing number of companies in the U.S. and around the world, and federal government, law enforcement and industry experts are working in tandem to address this unlawful criminal activity.