



NOTICE OF DATA BREACH

PracticeMax is notifying certain patients that their information may have been exposed during an information security event. VillageHealth¹ operates on behalf of health plans to coordinate care for members who have certain clinical conditions. VillageHealth uses PracticeMax to share information about members with their health plan.

The PracticeMax network experienced an information security event during which it was subject to unauthorized access, beginning on April 17, 2021 and ending on May 5, 2021. On May 1, 2021, upon discovery of the incident, PracticeMax immediately initiated a review of the incident, engaged legal counsel and began working with a security forensics firm to conduct a thorough investigation. On August 19, 2021, PracticeMax notified VillageHealth that it had determined which VillageHealth patients' personal information may have been accessed by an unauthorized party, and that this access may have occurred between April 17, 2021 and May 5, 2021.

The information that was potentially accessed may have included first and last name, date of birth, address, phone number, member ID number and clinical data. Some individual's Social Security Number may have been accessed.

While PracticeMax does not believe this personal information will be used inappropriately because of this event, PracticeMax takes seriously its responsibility to ensure the security of personal information and regrets any concern this event may have caused. Credit monitoring is being offered through Epiq/Equifax, for two years to affected patients at no cost. PracticeMax also notified law enforcement and implemented a number of security controls to help prevent a similar incident from recurring.

In addition, patients are being advised to remain vigilant by reviewing documents for suspicious activity, including health insurance statements, medical records, account statements and credit reports. If patients find unfamiliar activity on the statements they receive from their health insurance company, they should notify their health insurance company immediately. If they see suspicious activity on their credit report, they should call their local police office to file a report for identity theft.

Patients with questions may contact PracticeMax at 1-855-675-3083 or TTY: 1-800-648-6056.

¹ VillageHealth DM, LLC operates under the name DaVita Integrated Kidney Care for certain programs.