Med-Data, Incorporated Provides Notice of Data Security Incident

SPRING, TX. March 31, 2021. Med-Data, Incorporated ("Med-Data") recently experienced a privacy incident that may have impacted the protected health information ("PHI") of individuals whose information was provided to Med-Data to assist with processing. Med-Data provides revenue cycle services to hospitals, healthcare systems and their patients, including solutions for Medicaid eligibility, third-party liability, workers' compensation, and patient billing.

On December 10, 2020, an unknown, third-party contacted Med-Data indicating that its proprietary information had been uploaded to a public-facing website. On December 14, 2020, the third-party provided a link to the data and Med-Data immediately began an internal investigation to validate the claim. That day, Med-Data reviewed the files and confirmed the data was, in fact, proprietary, and the data was promptly removed on December 17, 2020. Med-Data hired cybersecurity specialists to assist in the review of the files to determine what information may have been included. Further review confirmed that the files may have contained PHI for patients whose information may have been processed by Med-Data. The cybersecurity specialists conducted an in-depth review of the files to identify PHI and extract contact information of potentially affected individuals. On February 5, 2021, the cybersecurity specialist provided a list of impacted individuals whose PHI was impacted by the incident. A review of the impacted files revealed that they contained individuals' names, addresses, dates of birth, and health insurance information. For a limited number of individuals, their Social Security numbers were also included. All affected covered entities were notified on February 8, 2021.

Med-Data mailed a notice letter to impacted individuals on March 31, 2021, which includes information about the incident and provides credit monitoring and identity theft protection services through IDX for individuals whose Social Security numbers were impacted. Med-Data has also taken steps to minimize the risk of a similar event happening in the future. Med-Data implemented additional security controls, blocked all file sharing websites, updated internal data policies and procedures, implemented a security operations center, and deployed a managed detection and response solution.

Individuals may call 833-903-3647 on Monday through Friday from 9am - 9pm Eastern Time to obtain more information or to learn if they were impacted by this incident.