

Notice to Our Patients and their Loved Ones of a Data Security Incident

Montgomery Hospice, Inc. is committed to protecting the confidentiality of our patient's information. This notice describes an incident that may have involved some of that information.

On November 16, 2020, Montgomery Hospice learned that an unauthorized person may have gained access to a Montgomery Hospice employee's email account beginning on August 20, 2020. Montgomery Hospice secured the account, began an investigation, and a leading cyber security firm was engaged to assist in the investigation. The investigation was unable to determine which emails, if any, were viewed or accessed by the unauthorized person. Montgomery Hospice undertook a comprehensive review of the contents of the email account and determined that some patient information was contained in the email account and may have included patient names, medical record numbers, dates of birth, Social Security numbers, health insurance information, and limited medical information.

On January 15, 2021, Montgomery Hospice began mailing letters to patients and loved ones of patients whose information may have been involved in the incident. In addition to mailing letters, Montgomery Hospice has established a dedicated call center for patients or their loved ones to call with questions. If patients have questions about this incident, they should call 833-754-1807, toll-free, Monday through Friday, between 9:00 a.m. and 9:00 p.m., Eastern Time.

Montgomery Hospice recommends that for patients whose information may have been involved in this incident, they or their loved ones review statements they receive from their healthcare providers. If they see services they did not receive, they should contact the provider immediately. For the limited number of patients whose Social Security numbers were involved, Montgomery Hospice is offering complimentary credit monitoring and identity protection services.

Montgomery Hospice deeply regrets any concern or inconvenience this incident may cause its patients and their loved ones. To help prevent something like this from happening again, Montgomery Hospice is implementing additional email security, reinforcing education with its employees on how to identify and avoid phishing emails, and enhancing its security infrastructure and systems.

