

Notification of Fortra Data Event

4/10/2023 – WellBe Senior Medical, LLC (“WellBe”) has become aware of a data security incident that may have impacted specific protected health information for certain patients. On or around February 1, 2023, WellBe was informed by a third-party vendor, Fortra, that a cyber incident occurred that may have allowed an unknown individual to access certain patient information. Notably, Fortra confirmed that they had experienced a cyber incident that allowed access to their application, GoAnywhere. WellBe utilizes the GoAnywhere application to transfer and store certain patient data. Following this notification, WellBe took immediate action to review the data housed in the GoAnywhere application to determine whether any information may have been impacted by the individual(s) who caused this incident.

On February 14, 2023, after a thorough investigation, WellBe confirmed that a limited amount of patient information may have been accessed in connection with this incident. The type of information contained within the affected data included patient names, address, date of birth, gender, medical diagnosis information, medical diagnosis code, procedure code, health plan ID number, medical record ID number, and the date of service. Importantly, the information potentially impacted may vary for each individual, and may include all or just one of the above-listed types of information. More importantly, the attacker did NOT, at any time, have access to social security numbers. At this time, WellBe has no evidence of any actual or attempted misuse of information by any third party. However, in an abundance of caution, WellBe is partnering with a third-party notification vendor to notify all potentially affected individuals as quickly as possible.

WellBe has taken the steps necessary to address the incident and is committed to fully protecting all of the information entrusted to us. It is important to note the incident has occurred within a third-party application and does not pose security risks to WellBe’s network environment. However, in response to this incident, WellBe has implemented additional security measures within its network and facilities, and is reviewing its current policies and procedures related to data security. Although WellBe has no evidence of actual misuse of information, impacted patients are encouraged to monitor their account statements and explanation of benefits forms for suspicious activity and to detect errors. Patients may also wish to contact the three major credit agencies to place a fraud alert on their credit report – the credit agencies’ contact information is: Equifax (888-378-4329); TransUnion (833-395-6938); and Experian (888-397-3472).

WellBe has established a hotline to answer questions about the incident and to address related concerns. WellBe can be reached by phone at **1-888-596-6356**, or by writing to 225 West Washington Street, Suite 1500, Chicago, Illinois 60606.

The privacy and protection of information is a top priority for WellBe, and we deeply regret any inconvenience or concern this incident may cause.