

Notice of Security Incident

E.A. Hawse values and respects the privacy and security of patient personal information, which is why it is notifying patients of a recent security incident that may have involved the disclosure of certain personal information. This notice describes the measures E.A. Hawse has taken since the incident and steps impacted individuals can take to further protect their personal information, as they feel it is appropriate to do so. ***E.A. Hawse is notifying by letter those potentially impacted patients for whom it has a valid mailing address.***

What Happened? On November 10, 2024, E.A. Hawse identified unusual activity on certain systems within its network. E.A. Hawse took immediate action after learning of the incident to secure its network and launched an investigation, including working with outside experts to determine the source of the activity and potential impact on E.A. Hawse's network. A comprehensive review of all potentially impacted data to identify any potential personal information was conducted. We are not aware of any misuse of personal information as a result of this incident.

What Information Was Involved? The investigation has determined that the incident may have resulted in unauthorized access to a limited number of patients' information. The information at issue varies by patient and may include first and last names, addresses, E.A. Hawse account numbers, date of birth, and health information such as health insurance member numbers, healthcare provider names, treatment and prescription information, and medical procedure information. In very limited circumstances, patient Social Security numbers were included.

What We Are Doing. E.A. Hawse takes the protection and proper use of personal information very seriously. We are attempting to notify by letter those potentially impacted patients for whom we have mailing addresses. We are offering patients complimentary credit monitoring and identity theft protection at no cost to the individual. We took steps to launch an investigation immediately after identifying the incident, and enlisted cybersecurity experts to assist in the investigation. We also promptly reset all user passwords to block any unauthorized access and are implementing additional technological safeguards on our systems that contain personal information to minimize the possibility of an incident like this from occurring in the future.

What You Can Do. We are aware of how important personal information is to patients and their loved ones. Although E.A. Hawse is not aware of any misuse of patient information as a result of this incident, as a best practice, we encourage all patients to remain vigilant against incidents of identity theft and fraud, to review all claims information from a health insurance provider and to monitor credit reports and financial statements for suspicious activity.

For more information or if you have any questions regarding this incident, please call 304-982-1982.