

The Medibase Group, Inc.
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**THE MEDIBASE GROUP NOTIFIES
INDIVIDUALS OF SECURITY INCIDENT**

The Medibase Group announced today that the organization is mailing letters to Hartford HealthCare (HHC) patients whose information may have been impacted by a recent information security incident experienced by Medibase. Medibase provides software solutions, technical assistance, and business office solutions to hospitals, health systems, and integrated delivery networks across the country. In the course of providing such work for HHC, Medibase received the personal information of some HHC patients. It is important to note that this incident did not involve or impact any of HHC's systems or networks.

On January 26, 2024, Medibase experienced a security incident whereby an unauthorized third party gained access to one of its computer systems and acquired data that included personal information. Medibase immediately discovered the incident, followed plans to respond to the incident, took protective actions to stop the unauthorized activity, engaged leading security and forensics specialists, and launched an investigation. Medibase also reported this incident to U.S. federal law enforcement. Medibase ultimately was able to take the necessary steps to obtain assurances from the unauthorized third party that they had deleted all of the information that they acquired during the incident and had not further used or disclosed it.

On April 19, 2024, Medibase notified HHC that information pertaining to its patients was involved in the incident. Since that time, Medibase and HHC have been working to validate the information involved and determine appropriate next steps. With that process completed, Medibase is informing affected individuals of the incident and providing them with information regarding resources to protect themselves.

The information on the Medibase network involved in this incident could have included patient first and last name, date of birth, Social Security number, address, and phone number. There is no indication that any of the information involved has been or will be used or misused for fraudulent purposes. However, individuals affected by this incident are being offered

free credit monitoring and fully managed ID theft recovery services through IDX. Affected individuals also are encouraged to remain vigilant and monitor their account statements, bills, notices, financial transactions, and free credit reports for potential fraud and identity theft, and to promptly report any questionable or suspicious activity.

Medibase deeply regrets that this incident occurred. Medibase no longer provides services to HHC and is working to delete any information pertaining to HHC patients on our computer system. Medibase assures the community that it is their priority to continue to evaluate and deploy the level of robust security protocols, continuous monitoring, and staff training needed to prevent and defend against sophisticated cybersecurity threats.

This incident has been reported to the U.S. Department of Health and Human Services Office for Civil Rights, which is the federal agency that oversees the privacy and security of patient protected health information.

A dedicated call center has been established to answer any questions HHC patients may have about the Medibase breach.

Patients who receive a letter or who believe they have been affected by the incident may call 1-877-719-9337, Monday through Friday from 9:00am to 9:00pm EST, or go to <https://response.idx.us/hartford>.