

Entrust Medical Billing Notifies Individuals of Data Security Incident

Entrust Medical Billing is committed to maintaining the privacy and security of the personal information of its patients. Entrust Medical Billing is notifying affected individuals of a data security incident involving a sophisticated ransomware attack and is providing the affected individuals with steps they can take to protect themselves.

Upon learning of this issue, Entrust Medical Billing immediately commenced a prompt and thorough investigation, working closely with external cybersecurity professionals. After an extensive forensic investigation and manual document review, Entrust Medical Billing discovered on March 1, 2021 that the documents that were taken contained identifiable personal and/or protected health information. Entrust Medical Billing has no evidence to suggest that any information has been misused. However, out of an abundance of caution, Entrust Medical Billing is issuing notices to anyone whose information was contained in the documents that were taken.

The compromised documents contained the personal and protected health information of certain Entrust Medical Billing patients, including their full names, addresses, dates of birth, medical diagnosis/clinical information/treatment type or location, medical procedure information, patient account number, and health insurance information. This incident does not affect all patients of Entrust Medical Billing and not all of these identifiers were included for each notified individual.

Entrust Medical Billing is sending notification letters to each potentially affected individual for whom it has enough information to determine a valid physical address. Notified individuals should monitor insurance statements for any transactions related to care or services that have not actually been received. For the individuals whose Social Security numbers were impacted, complimentary credit monitoring was offered.

There is no evidence that any information has been misused, disseminated, or otherwise made publicly available. Nevertheless, Entrust Medical Billing encourages impacted individuals to take actions to help protect their personal information. These actions include placing a fraud alert and/or security freeze on their credit files, and/or obtaining a free credit report. Additionally, individuals should always remain vigilant in reviewing their financial account statements, explanation of benefits statements and credit reports for fraudulent or irregular activity on a regular basis and report any suspicious activity to the proper authorities.

The security of the personal information of our patients is Entrust Medical Billing's top priority. Entrust Medical Billing remains fully committed to maintaining the privacy of personal information in its possession and has taken many precautions to safeguard it, including implementing new technical safeguards which provide increased active security monitoring across its network environment in order to minimize the risk of a similar incident in the future.

For further questions about this incident, or to determine if you are affected, you may contact the dedicated response line at (833) 416-0854, available Monday through Friday, 9 a.m. to 9 p.m. Eastern Time.