

# PROVIDER WEBSITE NOTICE

## A Notice to our Patients

Source 1 Healthcare Solutions, Inc. ("Source 1") is a company that provides revenue and compliance consulting services to Butler Health System, which requires Source 1 to analyze patient information. Regrettably, this notice concerns an incident involving some of that information.

**What happened?** On June 12, 2019, Source 1 notified Butler Health System that an unauthorized person gained access to a Source 1 employee's email account, but at that time Source 1 was not certain which individuals were affected. Upon learning of the incident, Source 1 immediately secured the employee's email account, launched an investigation to determine the nature and scope of the incident, and a computer security firm was engaged to assist. Source 1's investigation determined that an unauthorized individual obtained access to the Source 1 employee's email account between April 9 - 11, 2019. As such, in an abundance of caution, Source 1 performed a comprehensive review of the information contained in the email account to determine the contents.

**What information was involved?** On July 2, 2019, Source 1 alerted us that the review findings indicated that the employee's email account contained attachment(s) or email(s) that included the names, dates of service, limited clinic treatment information, diagnoses, physician names, insurer names, and information related to the amounts charged for services for some of our patients. The investigation indicated that, because of the manner in which the unauthorized person connected, a copy of the emails in the account may have been acquired by the unauthorized person.

Source 1 has no indication that any specific patient information was viewed or used by any unauthorized individual. To Source 1's knowledge, Social Security numbers, insurance policy numbers, credit card and banking information were not in the account.

**What are we doing?** Source 1 has taken this matter very seriously. Source 1 sent correspondence to those patients whose information was included in the employee's email account or the attachment. Furthermore, to help prevent similar incidents from happening, Source 1 is implementing additional procedures to further expand and strengthen its security processes and provide additional training to its employees about how to identify and avoid phishing emails.

**What can you do?** As a precaution, Source 1 recommends that you review statements you receive from your health insurer or provider and contact them immediately if you have concerns. If you see services you did not receive, please contact your insurer or provider immediately.

**For more information:** We regret any concern or inconvenience this incident may cause you. If you have any questions or concerns please call toll-free 877-848-4270 Monday through Friday, between 9:00 a.m. and 9:00 p.m. Eastern Time.