

HealthEC, LLC Provides Notice of Cyber Security Event

HealthEC, LLC, December 22, 2023 – HealthEC, LLC (“HealthEC”) is a population health technology company that provides services to other entities, including TennCare. HealthEC is providing notice of an event that may affected the security of certain data HEC received from its clients.

HEC became aware of suspicious activity potentially involving its network and promptly began an investigation. The investigation determined that certain systems were accessed by an unknown actor between July 14, 2023 and July 23, 2023, and during this time certain files were copied. HealthEC then undertook a thorough review of the files in order to identify what specific information was present in the files and to whom it relates. This review was completed on or around October 24, 2023 and identified information relating to some of HEC’s clients. HEC began notifying the clients associated with this information on October 26, 2023, and worked with them to notify potentially impacted individuals.

The types of information identified through the review varies by individual and HEC client but includes name, address, date of birth, Social Security number, Taxpayer Identification number, Medical Record number, Medical information (including but not limited to Diagnosis, Diagnosis Code, Mental/Physical Condition, Prescription information, and provider’s name and location), Health insurance information (including but not limited to beneficiary number, subscriber number, Medicaid/Medicare identification), and/or Billing and Claims information (including but not limited to patient account number, patient identification number, and treatment cost information).

HealthEC takes this event, privacy, and the security of information in its care very seriously. Upon learning of the suspicious activity, HealthEC moved immediately to investigate and respond. The investigation included confirming the security of its network, reviewing the relevant files and systems, notifying potentially affected business partners/customers, and notifying federal law enforcement. As part of its ongoing commitment to your privacy and the security of information in its care, HealthEC is also reviewing its existing policies and procedures.

HealthEC encourages individuals to remain vigilant against incidents of identity theft and fraud by reviewing account statements, explanation of benefits statements, and monitoring free credit reports for suspicious activity and to detect errors. Suspicious activity should be promptly reported to relevant parties including an insurance company, health care provider, and/or financial institution.

Individuals seeking additional information regarding this incident can call HealthEC’s dedicated, toll-free number at 1-833-466-9216 between 8:00 am to 8:00 pm Eastern time, Monday through Friday, excluding holidays or visit HealthEC’s website at <https://www.healthec.com/cyber-incident>. Individuals may also write to HealthEC at 343 Thornall St # 630, Edison, New Jersey 08837 .

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