

August 24, 2021

## **LifeLong Medical Care Provides Notice of Netgain Data Security Incident**

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The privacy and security of personal information is of the utmost importance to LifeLong Medical Care. On November 24, 2020, Netgain, a third-party vendor that provides services to certain healthcare providers, including LifeLong, discovered anomalous network activity. Through Netgain's investigation, it was later determined that Netgain was the victim of a ransomware attack.

On February 25, 2021, Netgain's investigation determined that certain files were accessed and/or acquired without authorization. Thereafter, LifeLong Medical Care conducted a thorough review of the contents of the acquired files to determine if they contained any sensitive information. Based on LifeLong Medical Care's comprehensive investigation and document review, LifeLong Medical Care discovered on August 9, 2021 that certain identifiable personal and protected health information was accessed and/or acquired from Netgain's network in connection with this incident, including full names and one or more of the following: Social Security numbers, dates of birth, patient cardholder numbers, and/or treatment/diagnosis information.

To date, LifeLong Medical Care is not aware of any reports of identity fraud or improper use of any information as a direct result of this incident. LifeLong Medical Care is providing notification of this incident commencing on August 24, 2021. Impacted individuals should consider taking steps to protect their information, including enrolling in complimentary credit monitoring services (if their Social Security number was impacted), placing a fraud alert/security freeze on their credit files, obtaining free credit reports, and remaining vigilant in reviewing financial account statements, credit reports and explanation of benefits statements for fraudulent or irregular activity.

At LifeLong Medical Care, protecting the privacy of personal information is a top priority. As part of LifeLong Medical Care's ongoing commitment to the security of information, we are working with our third-party vendors to enhance security and oversight.

**Individuals with questions concerning this incident may call a dedicated and confidential toll-free response line that LifeLong Medical Care has set up to respond to questions at (855) 851-1278. The response line is available Monday through Friday, 6 a.m. to 6 p.m. Pacific Time.**

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