Notice of Data Security Incident

AltaMed Health Services Corporation is committed to protecting the privacy and security of the information in our care. On September 9, 2026, AltaMed Health Services Corporation was targeted by a social engineering campaign that resulted in unauthorized access to one employee email account. AltaMed immediately initiated its incident response protocols, took steps to secure our systems and contain the incident, engaged forensic experts to assist with the investigation, and notified law enforcement.

AltaMed has determined that some patient information may have been accessed by an unauthorized individual. This information varied per individual but could have included one or more of the following: name, dates of birth, Social Security number, diagnosis, and billing information, such as date of service and amount billed.

We remain committed to protecting the confidentiality and security of information in our care, and we sincerely regret any concern this may cause. We encourage patients to review statements they receive related to their healthcare. If they identify charges for services they did not receive, they should contact the healthcare entity or health insurer immediately.

We take this matter very seriously. To help prevent something like this from happening again, we have implemented additional safeguards and technical security measures to further protect and monitor our systems. We also established a dedicated, toll-free call center to help answer questions about the incident. The call center can be reached at 888-269-3345, available Monday through Friday, 9:00 a.m. to 9:00 p.m. Pacific Time.