

Notice of Data Security Incident

AltaMed Health Services Corporation is committed to protecting the privacy and security of the information in our care. On December 14, 2025, we experienced a cybersecurity incident that limited access to certain computer systems. As soon as we learned of the issue, we immediately initiated our incident response protocols, took steps to secure our systems and contain the incident, engaged cybersecurity experts to assist with the investigation, and notified law enforcement. During this time, we remained operational and continued to provide care to patients as regularly scheduled.

Although our investigation is still ongoing, 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, date of service, and payment information.

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 877-421-8587, available Monday through Friday, 9:00 a.m. to 9:00 p.m. Pacific Time.