

Substitute Notice

Doctor's Choice Home Care is writing to notify you in accordance with Health Insurance Portability and Accountability Act (HIPAA) of a data security incident that may have affected some of your personal and health information. While we are unaware of any confirmed misuse of this information, this letter provides details of the incident, our response, and resources available to you.

What Happened. Between June 5, 2026, and July 24, 2026, an unauthorized party gained access to a single clinical user account within the WellSky electronic medical record (EMR) system by compromised credentials in the WellSky platform. We discovered the incident on July 21, 2026, and immediately began investigating with WellSky. Our Chief Technology Officer has confirmed this account was the only point of unauthorized access. We also reviewed our own internal systems and found no related unauthorized activity — the incident is isolated to the WellSky medical record platform only.

What Information Was Involved. Demographic information (such as name, address, and date of birth), Social Security number, scheduling information, and clinical/treatment information.

What We Are Doing. We take this incident very seriously. Upon learning of this incident, we immediately disabled the affected account. We confirmed the scope of access with WellSky and completed an internal review that found no other Doctor's Choice Home Care systems involved. We are actively engaged in working with WellSky to ensure they strengthen their security controls to help prevent a recurrence. We have notified the City of Houston Police Department, and they have an active case assigned for investigation. Although we are unaware of actual misuse, as an added precaution we are offering you access to credit monitoring at no cost to you. To take advantage of this offer, please contact us at the information under “Questions?” below.

What You Can Do. We have no evidence at this time that your information has been misused, but recommend you remain vigilant:

- Review your explanation-of-benefits statements and medical bills, and report anything unfamiliar to your health plan or provider.
- Monitor for unauthorized or suspicious activity.
- Be cautious of unsolicited calls, emails, or letters requesting personal information.

- Report any signs of identity theft to the FTC at identitytheft.gov or 1-877-438-4338.

Questions? Contact Kristin Glover, Chief Compliance Officer and Privacy Officer, Toll Free at (833) 365-2464, or by mail at 13100 Northwest Fwy, Ste 410, Houston, TX 77040.

Access to Reports: Under the Fair Credit Reporting Act (FCRA), federal law entitles you to a free credit report from each of the three nationwide credit bureaus — Equifax, Experian, and TransUnion. You can check your credit files. Free weekly reports are available from national bureaus via AnnualCreditReport.com or you can call 1-877-322-8228.

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

TransUnion

P.O. Box 2000
Chester, PA 19016
1-888-909-8872

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111