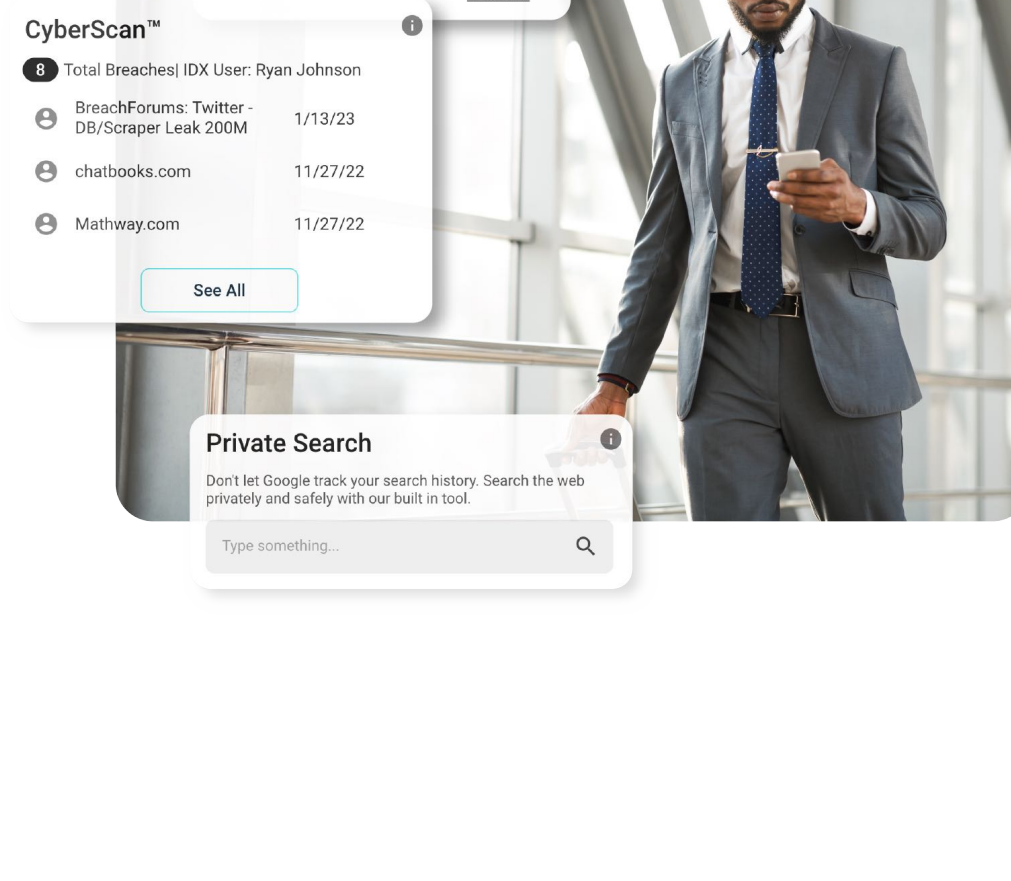




episource

COMPLIMENTS OF EPISOURCE,

Get leading IDX identity theft protection to mitigate risks of at no cost to you:

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NOTICE OF DATA BREACH

****Su información personal puede haber estado involucrada en un incidente de datos. Si desea recibir una versión de esta carta en español, por favor llame (877) 786-0549.**

This notice is from Episource, LLC (“Episource” or “We”) about a data security event. We provide medical coding and risk adjustment services to doctors, health plans, and other health companies. This event may have involved your data.

Episource is posting this substitute notice to provide individuals with information about the data security event and to share resources available to people whose personal data was potentially impacted. As a vendor, Episource has notified all affected customers and is working with them to coordinate providing notice on their behalf, as instructed by them. Not all Episource customers were affected.

What Happened

On February 6, 2025, Episource found unusual activity in our computer systems. We quickly took steps to stop the activity. We began investigating right away and hired a special team to help us. We also called law enforcement. We turned off our computer systems to help protect the customers we work with and their patients and members.

We learned from our investigation that a cybercriminal was able to see and take copies of some data in our computer systems. This happened between January 27, 2025 and February 6, 2025. To date, we are not aware of any misuse of the data.

What Information Was Involved

Starting on April 23, 2025, we began notifying our customers about which individuals and specific data may have been involved. The data that may have been seen and taken was not the same for everyone and may have included contact information (such as name, address, phone number and email), plus one or more of the following:

- Health insurance data such as health plans/policies, insurance companies, member/group ID numbers, and Medicaid–Medicare–government payor ID numbers;
- Health data such as medical record numbers, doctors, diagnoses, medicines, test results, images, care, and treatment;
- Other personal data such as Social Security number (in limited instances) or date of birth

What We Are Doing

We have taken several steps to mitigate and help prevent events like this from happening in the future. We investigated and called law enforcement. We are also making our computer systems even stronger than before.

What Individuals Can Do

Although financial and banking information and payment cards largely were not impacted in this incident, here are steps individuals can take to protect themselves:

- Individuals should be on the lookout and regularly monitor the explanation of benefits statements received from their health plan and statements from health care providers, as well as bank and credit card statements, credit reports, and tax returns, to check for any unfamiliar activity.
- If individuals notice any health care services they did not receive listed on an explanation of benefits statement, they should contact their health plan or doctor.
- If individuals notice any suspicious activity on bank or credit card statements or on tax returns, they should immediately contact their financial institution and/or credit card company or relevant agency.
- If an individual believes they are the victim of a crime, they can contact local law enforcement authorities and file a police report.

Individuals may have additional rights available to them depending on the state they live in and should refer to the Additional Resources tab below for additional information.

For More Information

Episource regrets any inconvenience or concern caused by this incident. If you have any questions or concerns, please call us toll-free at (877) 786-0549, Monday through Friday, 8 a.m. to 8 p.m. CT, except holidays. We are mailing letters to individuals whose information may have been involved in this event. Because we may not have addresses for everyone, we are posting this substitute notice on this website, as allowed by the Health Insurance Portability and Accountability Act (HIPAA).

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-877-786-0549 (TTY: 1-877-786-0549).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-786-0549 (TTY: 1-877-786-0549).

ATANSYON: Si w-pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-786-0549 (TTY: 1-877-786-0549).

CHÚ Y: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-786-0549 (TTY: 1-877-786-0549).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-877-786-0549 (TTY: 1-877-786-0549).

注意:如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-786-0549 (TTY: 1-877-786-0549)。

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-786-0549 (ATS: 1-877-786-0549).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-786-0549 (TTY: 1-877-786-0549).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-786-0549 (телетайп: 1-877-786-0549).

–786-877 –1 اتصل برقم 1-877-786-0549. اتصل برقم 1-877-786-0549 (رقم هاتف)

الضم والبيك: (1- 0549-786-877).

ATTENZIONE: In caso la lingua palatal said litigant, so no disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-786-0549 (TTY: 1-877-786-0549).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-786-0549 (TTY: 1-877-786-0549).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-786-0549 (TTY: 1-877-786-0549)번으로 전화해 주십시오.

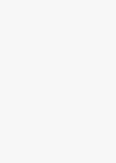
ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए नि:शुल्क भाषा सहायता सेवाएं उपलब्ध हैं। 1-877-786-0549 (TTY: 1-877-786-0549) पर कॉल करें।

ማሳሰቢያ፡ አማርኛ የሚናገሩ ከሆኑ፣ የቋንቋ ድጋፍ አገልግሎት በነፃ ይቀርበልዎታል። ማረጃን በተደራሽ ቅርጽ ለማቅረብ ተገቢ የሆኑ ተጨማሪ አገልግሎቶች እና አገልግሎቶች እንዲሁ በነፃ ይገኛሉ። በስልክ ቁጥር 1-877-786-0549 (TTY: 1-877-786-0549) ላይ ይገኛሉ።

توجہ دین: اگر آپ اردو بولتے ہیں، تو آپ کے لیے زبان کی مفت مدد کی خدمات دستیاب ہیں۔ قابل رسائی فارمیٹس میں 0549-786-877-1 معلومات فراہم کرنے کے لیے مناسب معاون امداد اور خدمات بھی مفت دستیاب ہیں۔ 1-877-786-0549 (TTY: 1-877-786-0549)۔

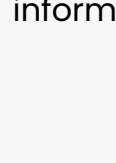
Let's Secure Your Information at no cost to you

Episource is offering IDX identity theft protection services which helps protect your identity with:



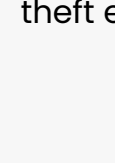
Credit Monitoring

Credit monitoring (for adults) that alerts you to any changes to your credit report



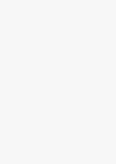
CyberScan™

CyberScan will monitor criminal websites, chat rooms, and bulletin boards for illegal selling or trading of your personal information



ID Theft Insurance

Up to \$1,000,000 in insurance reimbursements, covering certain expenses that you may incur in responding to an ID theft event



Dedicated Experts

Access to Fraud Resolution Representatives to resolve identity theft issues

[ENROLL NOW](#)

Learn More

[FAQ](#)
[ADDITIONAL RESOURCES](#)

Frequently Asked Questions

Incident Information

WHAT HAPPENED?

On February 6, 2025, Episource, LLC (“Episource” or “We”) found unusual activity in our computer systems. We quickly took steps to stop the activity. We began investigating right away and hired a special team to help us. We also called law enforcement. We turned off our computer systems to help protect the customers we work with and their patients and members. We learned from our investigation that a cybercriminal was able to see and take copies of some data in our computer systems. This happened between January 27, 2025 and February 6, 2025. To date, we are not aware of any misuse of the data.

WHEN DID THE EVENT OCCUR?

WHY AM I ONLY NOW BEING CONTACTED?

WHY DOES EPISOURCE HAVE MY INFORMATION?

WHAT IS BEING DONE TO PREVENT SIMILAR EVENTS FROM HAPPENING IN THE FUTURE?

ARE CREDIT MONITORING SERVICES AVAILABLE?

WHAT STEPS CAN I TAKE TO PROTECT MYSELF?

I RECEIVED A LETTER IN THE MAIL. IS THIS FRAUDULENT, A SCAM OR A REAL INCIDENT?

WHO CAN I CALL IF I HAVE QUESTIONS?


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[Terms of Use](#)
[Login](#)