Notice of Data Privacy Event

MedCom Solutions, Inc. - Notice of Data Privacy Event

November 13, 2026

MedCom Solutions, Inc. ("MedCom") is providing notice of an event that impacted the privacy of certain individuals' information. This notice is being provided on behalf of certain healthcare providers. This notice includes details about the event, our response, and additional measures individuals can take to help protect your information, should you feel it appropriate to do so. **Please note this notice is not a result of a security breach to MedCom's network and MedCom data/information was not impacted in the event.**

What Happened? In September 2025, MedCom became aware of suspicious activity affecting certain of our systems that were hosted and managed by our former third-party managed services provider, Continental Broadband Pennsylvania d/b/a Expedient Data Center ("Expedient"). In response, we promptly took steps to initiate a comprehensive investigation to determine the full nature and scope of the activity with assistance from third-party cybersecurity and digital forensic specialists. The investigation determined that between September 18, 2025 and September 22, 2025, certain files were exfiltrated from the MedCom servers that were hosted and managed by Expedient. MedCom engaged a data review vendor to conduct a time-intensive and thorough review of the affected files to identify protected health information contained therein and to whom that information relates for notification purposes.

What Information Was Involved? The following types of information were present in the affected files at the time of the event: name, Social Security number, date of birth, health insurance information, clinical information, medical diagnosis information, physician provider name and location, medical record number, patient account number, and treatment/prescription information. The specific type of information at issue varies per individual. Please note that MedCom does not have any indication that this information has been used to commit identity theft or fraud as a result of the event.

How Will Individuals Know If They Are Affected By This Incident? MedCom is mailing a notice letter on behalf of certain healthcare providers to individuals whose information was determined to be contained within the affected files and for whom we have a valid mailing address. If an individual does not receive a letter but would like to know if they are affected, they may call our dedicated assistance line detailed below.

What MedCom Is Doing. The confidentiality and security of information within our care are among MedCom's highest priorities. Upon learning of the event, we promptly commenced an investigation to determine what happened, confirm the information that was impacted, and review the contents of the relevant data for sensitive information. We also reported this event to federal law enforcement and applicable government regulators, including the U.S. Department of Health and Human Services.

What You Can Do. In general, individuals should remain vigilant against incidents of identity theft and fraud by reviewing account statements, explanation of benefits statements, and monitoring free credit reports for suspicious activity and to detect errors. Additional information and resources may be found below in the *Steps You Can Take to Help Protect Personal Information* section of this notice.

For More Information. If you have additional questions, please call our toll-free dedicated assistance line at 888-517-6590 from 9:00a.m. - 9:00p.m. Eastern Time, Monday through Friday, excluding major U.S. holidays.