



## Cyber Incident Notice

PJ&A, which provides medical transcription services to various healthcare organizations, is committed to protecting the privacy and security of the information we maintain. On October 31, 2023, we began mailing notification letters to certain individuals whose information may have been involved in a data security incident that PJ&A experienced.

An unauthorized party gained access to the PJ&A network between March 27, 2023, and May 2, 2023, and, during that time, acquired copies of certain files from PJ&A systems. We retained a cybersecurity vendor to assist with the investigation, contain the threat, and further secure our systems. We also directed its vendor to review the affected files and determine their precise contents. Importantly, this incident did not involve access to any systems or networks of PJ&A's healthcare customers.

PJ&A determined that the involved files contained personal health information belonging to certain individuals. The information varies per individual but may include some or all of the following: name, date of birth, address, medical record number, hospital account number, admission diagnosis, and date(s) and time(s) of service. The information accessed by the unauthorized party did not contain credit card information, bank account information or usernames or passwords. For some individuals, however, the impacted data may have also included Social Security numbers, insurance information and clinical information from medical transcription files, such as laboratory and diagnostic testing results, medications, the name of the treatment facility, and the name of healthcare providers. Beginning on or about September 29, 2023, PJ&A provided the results of its review to its affected customers and began working with them to notify individuals whose information was identified during the review.

While we have no evidence that individuals' information has been misused for the purpose of committing fraud or identity theft, individuals whose information may have been involved are encouraged to review the notification they receive, including guidance on what they can do to protect themselves, should they feel it is appropriate to do so.

We value individuals' privacy and deeply regret any concern that this incident might cause. To help prevent something like this from happening again, PJ&A continues to review its safeguards and has implemented additional technical security measures to further protect and monitor its systems.

A dedicated toll-free call center has been established to support affected individuals with questions about the incident. The call center can be reached at (833) 200-3558, Monday to Friday, between 8:00 a.m. and 11:59 p.m. Eastern Time, excluding major U.S. holidays.

This notice is being provided by PJ&A, incorporated as Perry Johnson & Associates, Inc., in its capacity as a business associate to multiple covered entities, and in accordance with the requirements of the Health Insurance Portability and Accountability Act (HIPAA), as amended by the Health Information Technology for Economic and Clinical Health (HITECH) Act. PJ&A has notified impacted individuals and relevant regulatory bodies, including the U.S. Department of Health and Human Services (HHS).