

Notice of Data Incident
May 21, 2025

Tampa, Florida – Physicians Independent Management Services (“PIMS”) announces a data incident experienced by its third-party vendor, Nationwide Recovery Services (“NRS”), that impacted certain information. NRS is a debt collection agency providing services to various organizations, including PIMS.

On February 7, 2025, PIMS received notification of an incident experienced by NRS which resulted in a network outage. According to the notification, the incident experienced by NRS impacted certain information relating to the services provided to PIMS, on behalf of its client Ruffolo, Hooper & Associates, MD, PA (“RHA”). According to NRS, their investigation determined that certain information was acquired by an unauthorized individual between July 5, 2024 and July 11, 2024. Upon discovery of the NRS incident and potential impact to RHA, PIMS worked with RHA to obtain additional information regarding the incident and potential scope of impact, including the identification of individuals potentially affected and requesting NRS proceed with notice to identified individuals. On April 3, 2025, NRS advised that they would not be providing individual notification, and therefore PIMS worked with RHA to engage the appropriate resources to provide notice accordingly.

Based on the information provided by NRS, the information potentially impacted included individuals name, date of birth, Social Security number, gender, date of service, insurance carrier name, and/or insurance policy number. In abundance of caution, PIMS is making credit monitoring services available to potentially affected individuals.

In response to this incident, NRS has advised that additional cybersecurity measures have been implemented to prevent a similar incident in the future and that are reviewing their existing security policies. NRS also notified law enforcement of the incident. Additionally, PIMS & RHA have ceased placements of new accounts with NRS and have instructed NRS to discontinue all efforts on existing accounts previously assigned to NRS. If you have questions about this incident, please call 1-833-799-1792. PIMS can also be reached in writing at P.O. Box 918377, Orlando, FL 32891.

Individuals are encouraged to remain vigilant against incidents of identity theft and fraud by reviewing credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Individuals may also place a fraud alert or credit freeze by contacting the credit reporting agencies: TransUnion 1-800-680-7289, P.O. Box 2000 Chester, PA 19016, transunion.com; Experian 1-888-397-3742, P.O. Box 9554 Allen, TX 75013, experian.com; Equifax 1-888-298-0045, P.O. Box 105069 Atlanta, GA 30348, equifax.com. Individuals can further educate themselves regarding identity theft, fraud alerts, credit freezes, and steps to protect their personal information by contacting the credit reporting bureaus, the Federal Trade Commission (“FTC”), or their state Attorney General. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.