

Notice of Nationwide Recovery Services Incident

Shore Medical Center is mailing notification letters to patients whose information may have been involved in a data security incident that occurred at our now-former vendor, Nationwide Recovery Services, Inc. (“NRS”).

According to NRS, it first became aware of the incident on July 11, 2024, after identifying suspicious activity related to certain computer systems which resulted in a network outage. NRS immediately took steps to secure its environment and launched an investigation to determine the nature and scope of the activity. NRS also reported this incident to law enforcement. Through its investigation, NRS determined there was unauthorized access to the NRS network between July 5, 2024 and July 11, 2024, and that certain files and folders were copied from its systems. As a result, NRS began an extensive review of these files and folders to determine what information they contained and to which NRS business partner the information belonged. This review was completed on or about February 3, 2025.

On March 26, 2025, NRS provided Shore Medical Center with a list of patients whose information may have been accessed or acquired as a result of the incident. The information potentially involved varied by patient but includes patient names and one or more of the following: dates of birth, addresses, diagnoses, provider names, dates of service, patient account numbers, medical record numbers, and/or health insurance information. For some patients, the incident may have also involved Social Security numbers.

On May 23, 2025, we mailed letters to individuals whose information may have been involved in the incident. If an individual believes their information was involved and have any questions about this incident, please call 1-866-408-1929, Monday through Friday, 9:00 a.m. to 6:30 p.m. Eastern Time, excluding major U.S. holidays.

For individuals whose information may have been involved in the incident, we recommend that they review the statements they receive from their healthcare providers and health insurance plans. If they see any services that were not received, they should contact the provider or health plan immediately.

We take this matter seriously. In response to this incident, we have terminated our relationship with NRS.