

Notice of Breach of Unsecured Personal Information

Indiana Hemophilia and Thrombosis Center, Inc. (“IHTC”) is providing this notice about an incident involving personal information, including identifiable health information, that is part of patient records at IHTC. We want you to understand what happened, what we are doing about it, the steps you can take to protect yourself, and, importantly, how we can help you.

What Happened and What Information Was Involved.

On January 4, 2022, IHTC discovered a “phishing” attack by an unknown party that affected two of our employees’ IHTC email accounts. Phishing occurs when a criminal sends a fake email message hoping to trick the person receiving it into providing confidential information, such as email login information. We quickly secured all IHTC email accounts and began an investigation into this phishing attack to better understand what happened whether any patients’ personal information was accessed or otherwise affected.

Our investigation revealed that the email accounts contained personal information for approximately 4,750 persons. The type and amount of compromised information is different for each affected person, but may include demographic information and identifiable health information. A very small number of Social Security numbers were also included. Our investigation has not identified any unauthorized access to financial or bank account information.

What We Are Doing.

When we discovered the incident, we immediately reset email account passwords for all of our employees. We implemented additional security controls to further reduce the likelihood of unauthorized actors accessing IHTC’s email, and are determining better ways to identify and avoid phishing communications. We are also providing additional training to employees.

While we currently have no reason to believe that there is a risk of identity theft or financial fraud arising from this phishing attack, we are – out of an abundance of caution – offering affected patients twelve (12) months of credit monitoring and identity protection services through IDX free of charge. Please contact 1-800-939-4170 between 9 a.m. and 9 p.m. Eastern Time for information on whether your information was affected and if so, how to enroll. The enrollment deadline is June 4, 2022.

What You Can Do and For More Information.

We encourage you to, as always, carefully monitor your account statements and insurance records to help protect against fraud and identity theft. We also encourage you to contact IDX by calling 1-800-939-4170 with any questions about this incident, and for more information on the free credit monitoring and identity protection services we are offering to affected individuals. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time.

We sincerely apologize for any inconvenience resulting from this incident. IHTC values our relationship with our patients, and members of our staff are always available to discuss any questions or concerns that may arise about any matter of patient care.