

Notice of Data Security Incident

Ambulnz Holdings, LLC is committed to protecting the confidentiality and security of the information we maintain. We experienced a data security incident that involved information pertaining to Ambulnz patients and patients affiliated with other healthcare providers* that Ambulnz contracts with. This notice explains the incident, measures that have been taken, and some steps patients can take in response.

On April 22, 2024, we were alerted to unusual activity in our Information Technology (“IT”) environment. In response, we promptly took steps to secure our systems, commenced an investigation, and notified law enforcement.

Our investigation determined that an unauthorized party accessed our IT network between the dates of April 21, 2024 and April 22, 2024. While in our IT network, the unauthorized party accessed and acquired certain files. Through our analysis, on May 7, 2024, we determined that some of those files contain patient information, including names in combination with one or more of the following: dates of birth, addresses, medical record numbers, patient account numbers, health insurance identification numbers, diagnoses and/or treatment information. For a limited number of patients, this information also included their Social Security numbers and/or driver’s license numbers.

Beginning on June 20, 2024, Ambulnz provided written notification to its healthcare provider customers whose patients’ information was involved in this incident and offered to provide notice to those patients and applicable regulatory agencies on their behalf. Between June 20, 2024 and July 30, 2024, various customers responded affirmatively to Ambulnz’s notification offer. Between June 21, 2024 and August 13, 2024, we mailed letters to patients whose information was involved in the incident. We also established a dedicated, toll-free incident response line to answer questions that individuals may have. If an individual believes their information was involved and have any questions about this incident, please call 888-499-7393, Monday through Friday, between 9:00 a.m. – 9:00 p.m., Eastern Time, except for major U.S. holidays.

For patients whose information was 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 regret any inconvenience or concern this may cause you. We take data protection, in general, and this incident in particular, very seriously and we are further enhancing our security protocols and security measures.

* Jefferson Health, Main Line Health, Mount Sinai Health System, and UCHealth.