

## **Gryphon Healthcare, LLC Notifies Individuals of Data Security Incident**

HOUSTON, TEXAS – October 11, 2024 – Gryphon Healthcare, LLC (“Gryphon”) is providing notice of a recent data security incident that may have affected personal and/or protected health information. Gryphon takes the privacy and security of all information within its possession very seriously. Gryphon has sent notice of this incident to potentially affected individuals and provided resources to assist them.

On August 13, 2024, Gryphon became aware of a data security incident involving a partner that Gryphon provides medical billing services for, which resulted in unauthorized access to certain personal and/or protected health information maintained by Gryphon. As a result of this third-party security incident, an unauthorized actor may have accessed certain files and data containing information relative to patients for whom Gryphon provides medical billing services. Gryphon then launched a comprehensive review of all potentially affected files to confirm the individuals and information involved which concluded on September 3, 2024. Gryphon then worked diligently to gather contact information needed to begin providing notice of this event. Notice of this event was mailed directly to impacted individuals with an available mailing address on October 11, 2024.

Based on Gryphon’s review, the following information for current and former patients may have been affected as a result of the incident: names, dates of birth, addresses, Social Security numbers, dates of service, diagnosis information, health insurance information, medical treatment information, prescription information, provider information and medical record number. Gryphon has no evidence to suggest that any potentially impacted information has been misused because of this incident.

As soon as Gryphon discovered this incident, Gryphon took the steps described above and implemented measures to enhance security and minimize the risk of a similar incident occurring in the future. Gryphon has established a toll-free call center to answer questions about the incident and address related concerns. Call center representatives are available Monday through Friday from 8:00 am to 8:00 pm Central Time and can be reached at 1-866-207-9451.

The privacy and protection of personal and protected health information is a top priority for Gryphon. We deeply regret any inconvenience or concern this incident may cause.

***Gryphon is providing the following information to help those wanting to know more about steps they can take to protect themselves and their information:***

### **What steps can I take to protect my personal information?**

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

- *Equifax*, P.O. Box 105851, Atlanta, GA 30348, 1-800-525-6285, [www.equifax.com](http://www.equifax.com).
- *Experian*, P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, [www.experian.com](http://www.experian.com).
- *TransUnion*, P.O. Box 2000, Chester, PA 19016, 1-800-916-8800, [www.transunion.com](http://www.transunion.com).

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within

your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Additional information for residents of the following states:

**Federal Trade Commission**

600 Pennsylvania Ave, NW  
Washington, DC 20580  
[consumer.ftc.gov](http://consumer.ftc.gov)  
1-877-438-4338

**New York Attorney General**

Bureau of Internet and Technology  
Resources  
28 Liberty Street  
New York, NY 10005  
[ag.ny.gov](http://ag.ny.gov)  
1-212-416-8433 / 1-800-771-7755

**Maryland Attorney General**

St. Paul Plaza  
200 St. Paul Place  
Baltimore, MD 21202  
[marylandattorneygeneral.gov](http://marylandattorneygeneral.gov)  
1-888-743-0023

**Texas Attorney General**

Bureau of Internet and Technology  
Resources  
300 W. 15th Street  
Austin, TX 78701  
[texasattorneygeneral.gov](http://texasattorneygeneral.gov)  
1-800-621-0508

**North Carolina Attorney  
General**

9001 Mail Service Center  
Raleigh, NC 27699  
[ncdoj.gov](http://ncdoj.gov)  
1-877-566-7226

**Rhode Island Attorney General**

150 South Main Street  
Providence, RI 02903  
[riag.ri.gov](http://riag.ri.gov)  
1-401-274-4400

**Virginia Attorney General**

202 North Ninth Street  
Richmond, VA 23219  
[oag.state.va.us](http://oag.state.va.us)  
1-804-786-2071

**Washington D.C. Attorney  
General**

400 S 6th Street, NW  
Washington, DC 20001  
[oag.dc.gov](http://oag.dc.gov)  
1-202-727-3400

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reportingact.pdf>.