



Community Physicians Group

June 17, 2019

Patients affected by the incident should receive a letter in the mail. If you did not receive this letter and you have questions whether your information was involved, please call the toll-free number below.

Community Physicians Group takes safeguarding the privacy and security of our patients' information seriously and we are notifying you regarding a recent incident potentially involving your health information. On April 24, 2019, we noticed unexpected behavior with an email account. Upon this discovery, we began an investigation into the matter. Based on our current investigation, we believe that malicious software was installed on our system on February 19, 2019, which resulted in a compromise of one of our group's email accounts. Internal emails containing attached files with certain healthcare billing information were stored in the affected email account. From our investigation, your health information was contained in one of the attached files in the affected email account. The information contained in the files includes demographic information, such as patient name and medical record number; and clinical information, such as date of service and the nature of your visit (e.g., well visit, lab work, etc.). No financial account information was contained on the records involved, nor was your Social Security number involved.

We have not received any reports of any misuse of the information involved but we wanted you to be aware of this incident. Because your Social Security number or financial account information was not involved, we do not believe it is necessary for you to take any steps in response to this notice. However, as a general matter, it is a good practice to regularly review medical bills and health insurance statements, such as explanations of benefits (EOB). In your regular review of these records, please notify us if you notice any unexplained charges or claims.

In addition to our investigation into this matter, we have removed the malicious software from our system and we have taken steps within our practice to help reduce the chance of a similar incident occurring in the future. These steps include measures to increase our security to an even higher level with a new cloud-based virus/malware protection system. Again, we take the protection of our patients' information seriously and we regret any concern this unfortunate incident has caused you. If you have any questions or for additional information, please contact 877-347-0093 between 9:00 a.m. and 9:00 p.m. Eastern Time, Monday through Friday.

Sincerely,

Community Physicians Group

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