

Notice of a Data Security Incident at Crozer Health

Prospect Medical Holdings, Inc. ("Prospect Medical") is committed to protecting the confidentiality and security of the information we maintain. Prospect Medical experienced a data security incident that was first identified on August 1, 2023 which involved information pertaining to certain patients. This notice explains the incident, measures that have been taken, and some steps patients can take in response.

Through our ongoing investigation, we determined that an unauthorized party gained access to our IT network between the dates of July 31, 2023 and August 3, 2023. While in our IT network, the unauthorized party accessed and/or acquired files that contain information pertaining to certain patients of the following hospitals: Crozer-Chester Medical Center in Upland; Delaware County Memorial Hospital in Drexel Hill; Taylor Hospital in Ridley Park, Springfield Hospital in Springfield, and Community Hospital in Chester. The information varied by patient but could have included names, addresses, dates of birth, diagnosis, lab results, medications, and other treatment information, health insurance information, provider / facility name, and/or dates of treatment. For some patients, this information may have included their Social Security numbers, driver's license numbers, and/or financial information.

On November 13, 2023, Prospect Medical began mailing letters to patients whose information may have been involved in the incident. Patients whose Social Security and/or driver's license numbers may have been involved are being offered complimentary credit monitoring and identity protection services. In addition, Prospect Medical established a dedicated, toll-free incident response line to answer questions that individuals may have. If you believe your information was involved and have any questions about this incident, please call 888-979-0012, Monday through Friday, 9:00 am – 9:00 pm, Eastern Time (excluding major U.S. holidays).

For patients whose information may have been involved in the incident, we recommend reviewing the statements you receive from your healthcare providers and contacting the relevant provider immediately if you see services that you did not receive.

We take this incident very seriously and sincerely regret any concern this may cause. To help prevent something like this from happening again, we have implemented additional safeguards and technical security measures to further protect and monitor our systems.