Notice of a Data Security Incident

Prospect Medical Holdings, Inc. ("Prospect Medical") is committed to protecting the confidentiality and security of the information we maintain. Prospect Medical experienced data security incident that involved information pertaining to members of health plans* that Prospect Medical and/or our subsidiaries, including Prospect Medical Systems, LLC, provides administrative services.

On September 29, 2023, Prospect Medical notified the health plans our health care providers contract with of a data security incident which involved unusual activity in our Information Technology ("IT") environment, which was first identified on August 1, 2023. Upon learning of this, Prospect Medical's IT team took immediate containment action by taking all systems, including servers and workstations, offline. Prospect Medical then launched an investigation with the assistance of a third-party forensics firm.

Through our ongoing investigation of the incident, we learned that unauthorized parties accessed Prospect Medical's IT environment between July 31, 2023 and August 3, 2023 and accessed and/or acquired files containing information pertaining to certain health plan members, which may have included names, addresses, dates of birth, diagnoses, lab results, medications, treatment information, health insurance information, provider name, and/or dates of treatment. For some individuals, this information may have included their Social Security numbers.

On November 28, 2023, Prospect Medical began mailing letters to individuals whose information may have been involved in the incident. Individuals whose Social Security 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 an individual believes their information was involved and have any questions about this incident, please call 888-979-0012, Monday through Friday, 6:00 am – 6:00 pm, Pacific Time (excluding major U.S. holidays).

For individuals whose information was involved in the incident, Prospect Medical recommends reviewing the statements they receive from their healthcare providers and contacting the relevant provider immediately if they see services that they did not receive.

Prospect Medical takes this incident very seriously and sincerely regrets 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.

*AHMC HEALTHCARE INC; ASTIVA HEALTH PLAN; BLUE SHIELD CALIFORNIA; BRAND NEW DAY; CAL-OPTIMA; CARE FIRST; CENTRAL HEALTH PLAN; CITIZEN CHOICE HEALTH PLAN; CLEVER CARE; COMMUNITY HEALTH PLAN; CONNECTICARE; EASYCHOICE; GOLD KIDNEY HEALTH PLAN; GOLDEN STATE SENIOR; GREAT WEST HEALTHCARE; HEALTH NET; IMPERIAL HEALTH PLAN; INLAND EMPIRE; INTERVALLEY; KEYSTONE FIRST; LA CARE; MD CARE HEALTH PLAN; ONE CARE; PACIFICARE; PRUDENTIAL HMO; SECURE HORIZONS; UNITED HEALTH PLAN; UNITED HEALTHCARE; UNIVERSAL CARE; and WELLCARE.

Notice of a Data Security Incident at ECHN Medical Group and 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 ECHN Medical Group and 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, 6:00 am – 6:00 pm, Pacific 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.

Notice of a Data Security Incident

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

On August 1, 2023, Prospect Medical learned of a data security incident that disrupted the operations of some of our IT systems. We immediately took steps to secure our systems, contain the incident, and notify law enforcement. Additionally, a third-party forensic investigation firm was engaged to conduct an investigation.

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 Prospect Medical patients affiliated with the following facilities: Southern California Hospital at Culver City, Southern California Hospital at Hollywood, Southern California Hospital at Van Nuys, Los Angeles Community Hospital, Los Angeles Community Hospital at Norwalk, Los Angeles Community Hospital at Bellflower, and Foothill Regional Medical Center. 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, dates of treatment, and financial information. For some patients, this information may have included their Social Security and/or driver's license numbers.

On September 29, 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 are 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, 6:00 am – 6:00 pm, Pacific Time (excluding major U.S. holidays).

For patients whose information was 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.