

March 19, 2025

Notice of Data Breach

Millennium Home Health Care (“MHHC”) is notifying patients whose information was impacted by a recent data security incident. The security of patient information is important to MHHC and it wants to ensure that patients are aware of this incident and the resources available to protect themselves.

What Happened? On January 20, 2025, MHHC became aware of a security incident whereby an unauthorized third party gained access to two of our computer servers and acquired data that included some patient health information. Immediately upon discovering the incident, we followed plans to respond to the incident, took protective actions to stop the unauthorized activity, engaged leading security and forensics specialists, and launched an investigation. We also reported this incident to U.S. federal law enforcement. Based on our investigation, we determined that the unauthorized party originally gained access to the servers on January 16, 2025. We ultimately were able to take the necessary steps to obtain assurances from the unauthorized third party that they had deleted all of the information that they acquired during the incident and had not further used or disclosed it.

What Personal Information Is Involved? The information on the MHHC network regarding patients could have included first and last name, date of birth, Social Security number, address, phone number, and information about medical condition(s) and care received.

What We Are Doing. We are taking this very seriously. Upon detecting unusual activity in our IT system, we took immediate protective actions to contain the activity. We also retained industry-leading cybersecurity specialists, scanned our environment, and implemented additional security measures. It is our priority to continue to evaluate and deploy the level of security protocols, monitoring, and staff training needed to prevent and defend against cybersecurity threats.

Although we are not aware that patient information has been or will be used or misused for fraudulent purposes, we understand patients may have concerns. Therefore, we are providing patients impacted by this incident with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score/Cyber Monitoring services at no charge. These services provide affected individuals with alerts for 12 months from the date of enrollment when changes occur to their credit file. This notification is sent the same day that the change or update takes place with the bureau. Cyber monitoring will look out for personal data on the dark web and alert the individual if their personally identifiable information is found online. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

To enroll in Cyber Monitoring services at no charge, impacted patients should follow the instructions in the letter they received or contact our call center at the number below for enrollment instructions. In order to receive the monitoring services described above, enrollment must be completed within 90 days from the date of this notice. The enrollment requires an internet connection and e-mail account and may not be available to minors under 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal

information for your own protection to confirm your identity. Please note that you must complete the enrollment process yourself, as we are not permitted to enroll you in these services on your behalf.

What You Can Do. We sincerely regret any inconvenience this incident may cause. If you believe you may be affected by this incident, you may also want to do the following:

Place a fraud alert on your own with each of the three major credit agencies by contacting them at:

**Experian (1-888-397-3742)
(1-800-680-7289)**

**P.O. Box 4500
Allen, TX 75013
www.experian.com**

Equifax (1-800-525-6285)

**P.O. Box 740241
Atlanta, GA 30374
www.equifax.com**

TransUnion

**P.O. Box 2000
Chester, PA 19016
www.transunion.com**

Also, should you wish to obtain a credit report and monitor it on your own:

- **IMMEDIATELY** obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: www.annualcreditreport.com or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.
- **Upon receipt of your credit report**, we recommend that you review it carefully for any suspicious activity.
- Be sure to promptly report any suspicious activity to Identity Force.

You can also obtain more information from the Federal Trade Commission (FTC) about identity theft and ways to protect yourself. The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.

We also encourage you to, as always, remain vigilant and monitor your account statements, financial transactions, and free credit reports for potential fraud and identity theft, and promptly report any concerns. We suggest you regularly review bills, notices, and statements, and promptly report any questionable or suspicious activity.

For More Information. We value the trust our patients place in us, and we make every effort to protect and secure the information to which we are entrusted.

We have established a call center to answer further questions regarding this incident. If you believe you may have been impacted by this incident and have any questions or concerns, you can call our call center at (888) 686-4505.