

FOR IMMEDIATE RELEASE

Charles Hilton & Associates Alerts UPMC Patients to Data Breach

PITTSBURGH, PA - February 5, 2021 – Charles J. Hilton & Associates P.C. (CJH) is alerting more than 36,000 UPMC patients that some of their personal data may have been inappropriately accessed as the result of an information security breach at the company, which provides billing-related legal services to UPMC. This event did not occur at UPMC or affect the security of its electronic patient records or other computer systems.

CJH discovered suspicious activity affecting its employee email system in June. On July 21, 2020, the investigation determined that a number of CJH email accounts had been logged into by hackers during the time period of April 1, 2020 to June 25, 2020. After a lengthy investigation by computer forensics specialists, CJH confirmed to UPMC in December that some of UPMC's patient information may have been accessed in this breach. While there is no evidence that this data was misused, CJH and UPMC are alerting affected patients through personal letters and public notification.

CJH's investigation determined that its affected email accounts contained various types of information, including Social Security numbers, dates of birth, bank or financial account numbers, driver's license or state identification card numbers, electronic signatures, medical record numbers, patient account numbers, patient control numbers, visit numbers, trip numbers, Medicare or Medicaid identification numbers, individual health insurance or subscriber numbers, group health insurance or subscriber numbers, medical benefits and entitlement information, disability access and accommodation, and information related to occupational-health, diagnosis, symptoms, treatment, prescription or medications, drug tests, billing or claims, and/or disability. CJH is offering credit monitoring and identity protection services to all impacted individuals and has also established a toll-free number for those with additional questions and concerns: 888-724-0238.

CJH and UPMC encourage potentially impacted individuals to remain vigilant against incidents of identity theft and fraud, to review account statements, credit reports and explanation of benefits forms for suspicious activity and to report any suspicious activity immediately to their insurance company, health care provider or financial institution.

You can obtain information on obtaining a free credit report annually from each of the three major credit reporting bureaus by visiting www.annualcreditreport.com, calling 877-322-8228, or contacting the three major credit bureaus directly at: Equifax, P.O. Box 105069, Atlanta, GA, 30348, 1-800-685-1111, www.equifax.com; Experian, P.O. Box 2002, Allen, TX 75013, 888-397-3742, www.experian.com; TransUnion, P.O. Box 2000, Chester, PA 19016, 800-680-7289, www.transunion.com. Potentially impacted individuals may also find information regarding identity theft, fraud alerts, security freezes and the steps they may take to protect their information by contacting the credit bureaus, the Federal Trade Commission or their state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should also be reported to law enforcement or the individual's state Attorney General. UPMC has also notified the U.S. Department of Health and Human Services as required by the federal Health Insurance Portability and Accountability Act (HIPAA).

Individuals seeking additional information regarding this incident can visit <https://www.upmc.com/patients-visitors/privacy-info/alerts>, or call 888-724-0238 for additional information.

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