

Notice of Security Incident

At Keystone Health, we are committed to protecting the privacy and security of our patients' information. While we have a robust information security system in place, unfortunately, no system is perfect, and we recently identified and addressed a cybersecurity incident. This notice explains the incident, measures we have taken, and some steps our patients may consider taking in response.

On August 19, 2022, we identified an incident that temporarily disrupted our computer systems. We reported the incident to law enforcement and worked with a third-party cybersecurity firm to determine what happened. Our investigation found that an unauthorized party accessed files within our system between July 28, 2022 and August 19, 2022. Some of those files contained patient information, including names, Social Security numbers, and clinical information.

Keystone is mailing letters to affected patients and offering credit monitoring services to those who are eligible. If you believe you may be affected but do not receive a letter by November 14, 2022, please contact our toll-free dedicated external call center at (855) 532-1263, Monday through Friday, 9:00 a.m. to 6:30 p.m., Eastern Standard Time, excluding major U.S. holidays.

We value the trust our community places in Keystone Health, and we deeply regret any concern this may cause our patients and their families. To help prevent something like this from happening again, we are implementing new network security measures and providing additional training to our employees.