



Notice of Data Privacy Incident

OrthoArizona is notifying individuals whose information was involved in an October 2021 cybersecurity incident.

On October 30, 2021, OrthoArizona discovered a cybersecurity incident that impacted their IT systems. Immediately upon identifying the incident, OrthoArizona quickly engaged third-party cybersecurity experts to assess, contain, and remediate any damage caused by the incident, and law enforcement was notified.

An investigation was also launched to determine what, if any, information was accessed and acquired by the unauthorized party. This thorough process, which has been extensive and labor intensive, determined that certain patients' information may have been exposed to the unauthorized party, including the following categories of information: name, mailing address, date of birth, Social Security number and certain health insurance information.

While the investigation to date did not find any instances of fraud or identity theft that have occurred as a result of this incident, out of an abundance of caution, OrthoArizona is beginning to notify patients whose personal information was involved and to provide resources they can use to help protect their information. For individuals whose Social Security numbers are involved, we are offering complimentary credit monitoring and identity theft protection services through IDX. We also recommend that individuals review any statements they receive from their health care providers or health insurers. If you see any medical services that you did not receive, please call the provider or insurer immediately.

Safeguarding the privacy of our patients' information is a responsibility we take seriously, and we regret any concern this incident may cause. As part of OrthoArizona's ongoing commitment to the security of information, we have reviewed and enhanced our data security policies and procedures.

Individuals with questions may contact the dedicated call center at **1-833-940-2469** from **6:00 am to 6:00 pm (PST), Monday through Friday**.