

Substitute Notice

Elevate Patient Financial Solutions, LLC (“ElevatePFS”) recently experienced a data security incident that may have resulted in the compromise of protected health information for patients of healthcare facilities and individuals responsible for the charges of patients of healthcare facilities working with ElevatePFS.

What Happened:

Between July 20th and August 4, 2023, ElevatePFS learned that certain patients of healthcare entities and individuals responsible for the charges of patients of healthcare entities received contact letters sent through United States Postal Service from ElevatePFS with their Social Security number listed next to their name on the letter. The name, Social Security number, and address on the contact letter, when folded, was visible through the window of the envelope. Although ElevatePFS has no evidence of misuse of information as a result of this incident, out of an abundance of caution, they have engaged in a thorough review to determine the cause of the incident and to whom the information related. ElevatePFS determined that the problem was due to an internal mapping error in the processing of referral files. This mapping error caused an individual’s Social Security number to be combined into the same field as their name in ElevatePFS’ records. On August 4, 2023, ElevatePFS determined that when an intended recipient was sent a contact letter this error in ElevatePFS’ records caused the intended recipient’s Social Security number to be listed visibly next to their name, above their address, in the envelope window.

What Information Was Involved:

Individuals’ name, address, and Social Security number were exposed in the window of the letter envelope.

What We Are Doing:

Upon discovering this incident, ElevatePFS immediately began an investigation and took steps to prevent this type of issue from occurring again. ElevatePFS’ IT Department corrected the mapping error. ElevatePFS also put additional validation controls in place within the process to ensure that no letter is mailed with numerals in the name, without prior manual review and approval. ElevatePFS has also instituted increased auditing of mapping within the inbound processing of referral files. ElevatePFS will also offer impacted individuals credit monitoring and identity protection services at no cost.

What You Can Do:

It is always a good idea to remain vigilant for incidents of identity theft or fraud, including reviewing credit reports and financial statements for suspicious activity. Individuals can also visit <https://consumer.ftc.gov/features/identity-theft> for more information on how to protect their identity.

For More Information:

If you have any questions or concerns, please call 1-888-743-4798 Monday through Friday from 9am – 5pm Central Time. The privacy and security of information is important to us, and we will continue to take steps to protect information in our care.