Notice of 365 Data Centers Data Security Incident

Avem Health Partners was notified of a data security incident experienced by 365 Data Centers, a vendor used by a third-party services provider engaged by Avem.

Avem provides administrative and technology services to healthcare organizations. On September 9, 2022, Avem notified these healthcare organizations about a data security incident experienced by 365 Data Centers that may have resulted in unauthorized access to some patient information. According to 365 Data Centers, on May 16, 2022, they determined that information stored on their servers may have been subject to unauthorized access prior to May 14, 2022.

Subsequently, Avem conducted a review of the Avem files that were stored on the 365 Data Centers server. Based on this review, which was completed on October 6, 2022, Avem determined that the files contained patient information, including patient names, dates of birth, Social Security numbers, driver's license numbers, health insurance information, and diagnosis and treatment information.

Avem will soon begin mailing letters to patients whose information may have been involved in the incident. Individuals whose Social Security numbers or driver's license numbers may have been involved in the incident will be offered complimentary credit monitoring and identity theft protection services. We have also established a dedicated, toll-free call center to answer questions that patients may have. If patients have questions, they should call 1-866-984-0515, Monday through Friday, between 8:00 a.m. and 6:00 p.m., Central Time. We recommend that patients whose information may have been involved in this incident review the statements they receive from their healthcare providers. If they see any services that were not received, they should contact the provider immediately.

We regret any concern or inconvenience this incident may cause. Avem is in the process of examining its vendor relationships and evaluating vendors' security measures.