

Assistcare Home Health Services LLC dba Preferred Home Care of New York/Preferred Gold
Notifies Individuals of Privacy Incident

On January 9, 2021, Assistcare Home Health Services LLC dba Preferred Home Care of New York/Preferred Gold (“Preferred Home”) identified a disruption on its network. After conducting a forensic investigation, Preferred Home learned that an unauthorized third party was able to access and potentially acquire some individuals’ personal information on its network for the time period of January 8, 2021 through January 10, 2021. At this time, Preferred Home has no reason to believe that anyone’s personal information has been misused for the purpose of committing fraud or identity theft. Furthermore, Preferred Home does not believe that the use of personal information was the primary motive behind the unauthorized third party’s actions. Nonetheless, because an unauthorized third party was able to access some computer systems, Preferred Home identified the individuals whose personal information may have been on the those systems and is taking steps to alert those individuals of the incident. The information involved for each individual varied, but may have included name, contact and demographic information such as address, email, phone number, and date of birth; financial information such as bank account number; Social Security number; Medicaid number; and medical information, such as dates of service, incidents involving the patient’s care, and records of any complaints regarding the patient’s services as well as information related to health assessments, physicals, drug screens, vaccinations and TB tests, and FMLA and worker’s compensation claims.

Upon learning of the incident, Preferred Home promptly initiated an internal investigation and engaged a leading computer forensics firm to investigate and confirm the security of its computer systems. Preferred Home is notifying all impacted individuals for whom it has a valid mailing address and has arranged for complimentary identity protection and credit monitoring services for those individuals whose Social Security numbers were impacted.

Affected individuals should refer to the notice they will receive in the mail regarding steps they can take to protect themselves. Again, Preferred Home has no reason to believe that any personal information has been misused for the purpose of committing fraud or identity theft. However, as a precautionary measure, impacted individuals should remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing their account statements and monitoring credit reports closely. If individuals detect any suspicious activity on an account, they should promptly notify the financial institution or company with which the account is maintained. They should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and their state’s attorney general.

Affected individuals may also wish to review the tips provided by the Federal Trade Commission (“FTC”) on fraud alerts, security/credit freezes and steps that they can take to avoid identity

theft. For more information and to contact the FTC, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). Affected individuals may also contact the FTC at: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Preferred Home takes its responsibility to safeguard personal information seriously and apologizes for any inconvenience or concern this incident might cause. Individuals seeking additional information may call a confidential, toll-free inquiry line at (833) 549-2022 between 9am and 11pm EST, Monday – Friday, and 11am to 8pm EST Saturday and Sunday.