

NOTICE OF SECURITY INCIDENT ARKANSAS HOSPICE FOUNDATION

Arkansas Hospice Foundation (“AHF”) recently learned that Blackbaud, a third-party software and service provider used for fundraising and constituent engagement efforts at healthcare organizations, foundations, non-profits and universities worldwide, was the subject of a data security incident. This incident was widespread and impacted many of Blackbaud’s clients around the world, including AHF donor records that contained certain personal health information of some patients served by Arkansas Hospice. Please note that medical records were not involved in this incident. AHF takes the security of personal information extremely seriously and is notifying affected individuals and providing them with precautionary steps they can take to protect themselves.

On July 16, 2020, Blackbaud informed AHF that it had discovered and stopped a ransomware event that occurred intermittently between February 7, 2020 and May 20, 2020. According to Blackbaud, they paid the threat actor to ensure that the data was permanently destroyed.

Once AHF was informed of the issue, it immediately initiated an internal investigation in partnership with outside experts to determine the impact to its stakeholders and appropriately notified them. On February 26, 2021, it was determined that the information removed by the threat actor contained the protected health information of some Arkansas Hospice patients, including diagnosis, and other clinical or treatment information. Much of this was obtained from obituaries, which are public information and not all information was impacted for all patients. However, out of an abundance of caution, we are notifying individuals whose information may have been removed.

According to Blackbaud, there is no evidence to suggest that any data will be misused, disseminated or otherwise made publicly available. Blackbaud indicated that it has hired a third-party team of experts, including a team of forensic accountants, to continue monitoring for any such activity. Nonetheless, AHF encourages impacted individuals to take precautionary actions to help protect their personal health information. We have provided recommendations on protecting your personal health information below.

AHF deeply regrets any concern or inconvenience this may cause. As an organization committed to protecting the security of donor and patient information, AHF is taking this incident extremely seriously and remains committed to reviewing and enhancing its security practices and that of its third-party partners and providers, on an ongoing basis in accordance with data security best practices.

For more information about this incident, Blackbaud released a public statement acknowledging this event and describing its cybersecurity practices, available at www.blackbaud.com/securityincident. Additionally, AHF has established a dedicated and confidential toll-free response line to respond to questions at 1-888-399-9454. This response line is staffed with professionals familiar with this incident and knowledgeable on what individuals can do to protect their information. The response line is available Monday through Friday 8 a.m. to 5 p.m. Eastern Time.

Protecting Your Personal Health Information

We have no information to date indicating that any personal health information involved in this incident was or will be used for any unintended purposes. As a general matter, however, the following practices can help to protect you from medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your “explanation of benefits statement” which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.