

Presbyterian Healthcare Services Reports Patient and Member Information Incident

ALBUQUERQUE, N.M. - Presbyterian Healthcare Services (Presbyterian) announced today that it began mailing letters to some of its patients and health plan members regarding recent unauthorized access to workforce member email accounts containing private information.

On June 6, 2019, Presbyterian discovered anonymous, unauthorized access was gained through a deceptive email to some of Presbyterian's workforce members sometime around May 9, 2019. Presbyterian believes that the unauthorized access to these email accounts was part of a "phishing" scam trying to get information. These email accounts included patient and/or health plan member names and might have contained dates of birth, Social Security numbers and clinical and/or health plan information. Once Presbyterian became aware of this incident, it secured these email accounts, began a thorough review of the impacted emails and alerted federal law enforcement.

"Presbyterian Healthcare Services is committed to protecting the security and confidentiality of our patients' and members' information. We apologize to our patients and members whose information may have been affected by this unauthorized access to our workforce members' emails," said Dale Maxwell, Presbyterian's president and chief executive officer. "While our investigation is ongoing, we have no evidence indicating that any patient or member data has been used in any way and there was no access to our electronic health record or billing systems."

Presbyterian began mailing letters to affected patients and members on August 2, 2019. Presbyterian also established a dedicated call center to answer questions for those affected. Presbyterian is continuing to investigate and conduct a thorough review of each impacted Presbyterian email account and will continue to notify patients and members who have been affected.

Presbyterian recommends that affected individuals review the statements they receive from their health plan and health care provider(s). If there are services that the individual did not receive, they should contact the health plan or provider(s) immediately. For those individuals whose Social Security numbers were included, Presbyterian is offering free credit monitoring and identity protection services. If individuals believe they are affected but do not receive a letter by September 30, 2019, they can call 833-297-6405, Monday through Friday, 7 a.m. to 7 p.m. Mountain Time.

To help prevent this type of incident from happening again, Presbyterian is taking several steps and implementing additional security measures to further protect our email system. In addition, all workforce members must successfully complete annual mandatory training about the importance of and requirements related to protecting all information.

We encourage patients and members affected by this incident to contact 833-297-6405.

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About Presbyterian Healthcare Services

Presbyterian Healthcare Services exists to improve the health of patients, members and the communities we serve. Presbyterian is a locally owned, not-for-profit healthcare system of nine hospitals, a statewide health plan and a growing multi-specialty medical group. Founded in New Mexico in 1908, it is the state's largest private employer with more than 13,000 employees.

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