American Medical Technologies Notifies Consumers of Data Security Incident

IRVINE, California – June 18, 2020 - American Medical Technologies (“AMT”) has become aware of a data security incident that may have involved the personal information of our patients. We have sent notifications to potentially-impacted individuals about this incident.

What Happened?
On or about December 17, 2019 we discovered suspicious activity within an employee’s email account. We immediately engaged a third-party forensic firm to perform an investigation into our email tenant. After an extensive and comprehensive investigation and data mining process, on May 14, 2020, we learned that certain personal information may have been available to the attacker during the incident. While we are not aware of such information being misused in any way, we are providing this notice about the incident and are providing information about steps individuals can take to protect their personal information out of an abundance of caution.

What Information Was Involved?
Based on our investigation, the affected personal information may have included names, Social Security numbers, medical record numbers, diagnosis information, health insurance policy or individual subscriber numbers, medical history information, HIPAA account information, driver’s license/state identification numbers, and/or taxpayer ID numbers.

What Are We Doing?
As soon as we discovered the incident, we took the steps described above. In addition, we engaged two separate information security companies to review our email systems. We implemented improvements per their recommendations to increase the security of our email systems. We have also implemented additional safeguards to improve data security on our web server infrastructure. We have sent notifications to the affected individuals offering complimentary credit monitoring services. In addition, we provided them with information about steps they can take to help protect their personal information.

In addition to the notifications sent to potentially impacted individuals, we are providing this notice to ensure that all potentially affected individuals have access to this information.

AMT has established a toll-free call center to answer questions about the incident and to help the affected persons enroll in complimentary credit monitoring services. The call center is available Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time and can be reached at 833-579-1109, or you can go to https://app.myidcare.com/account-creation/protect. AMT has mailed notification letters to those affected individuals for whom we had valid addresses on file. If you did not receive a notification letter, you may still be one of the persons whose information was compromised. By contacting us, we can let you know if your information was affected and can enroll you in the aforementioned services.

AMT deeply regrets any concern or inconvenience this issue may have caused and is taking affirmative steps based on the findings of the investigation to prevent a similar event from occurring in the future, including working with leading cybersecurity experts to enhance the security of our digital environment.

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Frequently Asked Questions:

Who is American Medical Technologies? I don’t remember that name or I never went there.

American Medical Technologies is a provider of medical supplies, most often working within long-term care facilities to deliver supplies and services to residents within those facilities.

Why didn't you tell affected individuals about the loss of the data sooner?

With any such event, it takes time to gather relevant information, identify affected individuals, hold necessary internal discussions, and make appropriate decisions to line-up the assistance services being offered.

American Medical Technologies worked diligently to investigate the incident and to ensure the appropriate protection services would be provided.

What are the risks of identity theft with the information that was exposed?

Receiving a letter does not mean that you are a victim of identity theft. However, identity theft can have adverse consequences, including but not limited impacting your credit. For these reasons, we recommend taking the precautionary steps outlined in this notice and/or in any other notices you may receive from us.

Is there anything I need to do to in response to the exposure of my personal information?

Please enroll for the services AMT is offering. In addition, you may also take advantage of your rights to the free fraud alert services offered by the three major credit bureaus. Placing fraud alerts will provide your credit with additional protection. In addition, doing so will give you access to copies of each of your credit reports at no cost to you.

Can my insurance ID be used fraudulently?

Generally speaking most facilities require proof of insurance to process a claim or service. The risk is low. However, the monitoring services that are being offered to you will assist you if anything were to happen.