

A Notice to Our Patients about a Recent Vendor Security Incident

PCHC values the privacy and confidentiality of its patients’ information. Regrettably, this notice is regarding the CaptureRx incident, which you may have recently heard about in the news or about which you recently received notice by letter. CaptureRx is a third-party administrator that PCHC contracts with to process certain pharmacy claims.

CaptureRx notified us on April 13, 2021, that it had discovered on February 19, 2021 CaptureRx that certain electronic files on CaptureRx systems had been accessed and acquired without authorization on February 6, 2021. On March 19, 2021, CaptureRx determined that some of PCHC’s patients’ information contained in the affected CaptureRx files may have been compromised. Such information consisted of first name, last name, date of birth, and prescription information.

CaptureRx began mailing notification letters to affected PCHC patients on May 18, 2021. Impacted patients may also receive a letter from PCHC and from their pharmacy about the incident. If you believe you may have been affected by this incident and do not receive a letter by June 7, 2021, please call (855) 654-0919 (toll free), Monday – Friday, 9:00 a.m. to 9:00 p.m. Eastern Time.

PCHC deeply regrets any concern or inconvenience this incident may cause our patients. We suggest that you monitor your accounts to guard against unauthorized use. Consumers can request a free credit report at www.annualcreditreport.com and can also place a “fraud alert” on a credit file or a “credit freeze” on a credit report by contacting one of the three major credit reporting bureaus listed below.

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094