

**HIPAA Breach Notification**

We are notifying our consumers and the public that we discovered potential unauthorized access to protected health information (PHI) maintained by a former employee of Service Access & Management, Inc. (SAM).

***What information may have been involved:***

The information potentially involved may include names, dates of birth, social security number, contact information, limited clinical information (such as diagnoses or treatment dates), and/or insurance or billing information. At this time, we have no evidence that records were accessed by anyone.

***What we are doing:***

We promptly launched a risk assessment to determine the likelihood that PHI was compromised.

We have taken rigorous steps to ensure that all company policies are followed for both current and exiting employees and will take further corrective actions based on any findings to reduce the risk of similar events in the future.

***What you can do:***

Monitor your account statements and explanation of benefits for suspicious activity and report any unusual charges to your insurer and to us.

Consider placing a fraud alert on your credit file and ordering your free credit report if you believe your financial information may have been affected.

If you receive any suspicious communications (phishing attempts, requests for personal information, or unexpected links or attachments), do not respond and contact our office.

***How to get more information:***

If you have any questions about this notice or believe you may be affected, please contact our Corporate offices at:

Service Access & Management, Inc.  
Attn: Paul Straka  
590 Terry Reiley Way  
Telephone: 877-216-5035  
[pstraka@sam-inc.org](mailto:pstraka@sam-inc.org)

***Timing and Legal Rights:***

We are providing this notice without unreasonable delay as required by Federal HIPAA rules and Pennsylvania law.

If our investigation confirms that sensitive personal information (such as Social Security numbers) were accessed, we will offer complimentary identity protection services (credit monitoring and identity restoration) to affected individuals, and will provide instructions on how to enroll.