

Substitute Notice

On February 6, 2025, Episource, LLC (“Episource”) found unusual activity in their computer systems. They quickly took steps to stop the activity. They began investigating right away and hired a special team to help them. They turned off their computer systems to help protect the customers they work with and their patients and members. Episource also contacted law enforcement.

Episource learned from their investigation that an unauthorized third party was able to see and take copies of some data in their computer systems. This happened between January 27, 2025, and February 6, 2025. To date, Episource is not aware of any misuse of that data.

The data that may have been seen and taken was not the same for everyone and may have included contact information (such as name, address, phone number and email), plus one or more of the following:

- Health insurance data such as health plans/policies, insurance companies, member/group ID numbers, and Medicaid-Medicare-government payor ID numbers.
- Health data such as medical record numbers, doctors, diagnoses, medicines, test results, images, care, and treatment.
- Other personal data such as Social Security number (in limited instances), date of birth, or other ID number.

Most impacted individuals have received or will receive notice directly from Episource about this event, but we were unable to contact a limited number of individuals and are providing this substitute notice.

For more information visit <https://response.idx.us/episource> . If you have any questions or concerns, please call toll-free at (877) 786-0549, Monday through Friday, 8 a.m. to 8 p.m. CT, except holidays.