

On January 18, 2023, we learned that Independent Living Systems (ILS), a vendor providing food and housing insecurity care management services to some of our members, experienced a cyber incident between June 30, 2022, and July 5, 2022. During that period, some information stored on the ILS network was acquired by an unauthorized actor, and other information was accessible and potentially viewed.

ILS engaged outside specialists, proactively removed several systems from the network, and remediated the malware identified.

Personal information that may have been accessed included varies by individual and could have included: name, address, date of birth, driver's license, state identification, Social Security number, medical record number, Medicare or Medicaid identification, CIN#, mental or physical treatment/condition information, food delivery information, diagnosis code or diagnosis information, admission/discharge date, prescription information, billing/claims information, patient name, and health insurance information.

ILS is unaware of any identity theft or fraud resulting from this event. To learn more please visit, <https://ilshealth.com/supplemental-data-notice>.

For individuals seeking additional information regarding this event, a toll-free assistance line has been established. Individuals may call 800-906-7238 toll-free Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number B086938. You may also write to ILS at P.O. Box 667955, Miami, FL 33166.