

Notice of a Data Security Incident

UNC Lenoir Health Care (Lenoir) is committed to protecting the confidentiality of our patients' information. This notice describes an incident involving a breach of patient information by MCG Health, LLC (MCG), who is a third-party business partner of ours. MCG provides clinical support services including patient care guidelines that support the clinical care of patients seen at Lenoir.

In December of 2021 and again in January of 2022, MCG was contacted by an unknown third-party who claimed to have improperly obtained patient data from MCG. This third-party made a demand for money in exchange for the return of the patient data to MCG. MCG opened an investigation and contacted the FBI. MCG made Lenoir aware of this incident on April 24, 2022. MCG's forensic investigators confirmed that records for ten (10) patients were listed by this third party for sale on the dark web. These records are believed to have come from MCG. Lenoir patient records were not found on the dark web, but MCG has determined that the unauthorized third-party may be in possession of Lenoir information which could include: patient name, Social Security number, medical codes, street address, telephone number, email address, date of birth and gender.

The unauthorized third-party who may be in possession of Lenoir patient data has not been identified as of the date of this letter but the FBI investigation is ongoing. MCG has been unable to identify how this unauthorized third-party acquired Lenoir patient information but has deployed additional monitoring tools and will continue to enhance the security of its systems.

Because Lenoir is concerned about the possibility for future misuse of our patients' information, we started providing notification to all affected Lenoir patients on June 16, 2022. We recommend that patients closely review the billing statement they receive from their healthcare providers. If they see any services that they did not receive, they should contact the provider immediately.

We deeply regret any concern or inconvenience this incident may cause. If patients have any questions about this incident, they should call (toll free), 833-407-6257, Monday through Friday, between 9:00 a.m. and 5:00 p.m., Eastern time to speak with a member of the Lenoir Privacy Team.