

# News Release



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## **Southcentral Foundation Takes Measures to Protect Customer-Owner Information**

**ANCHORAGE, ALASKA** – As part of Southcentral Foundation’s (SCF) commitment to customer-owner privacy, SCF provided notice today of a privacy and security issue regarding a possible breach of certain customer-owner health information. While data access was possible through the security breach, no reports of data misuse have been received to date by SCF.

“Southcentral Foundation remains deeply committed to the security and confidentiality of our customer-owners’ protected health information and we are taking this matter very seriously,” Denise Morris, Director of Corporate Compliance said. “We sincerely regret any inconvenience this situation may cause and are taking appropriate action in an effort to prevent an incident like this from reoccurring.”

On Oct. 18, 2016, SCF became aware that some employee email accounts might be accessible to persons outside the organization as a result of a cyber security attack. SCF immediately began to investigate the circumstances around the attack in order to determine what happened and who may have been impacted.

SCF engaged external computer forensic experts to assist with its investigation. The investigation determined that two SCF employee email accounts were subject to unauthorized access. One email account was vulnerable from Oct. 17–18, 2016. The other email account was vulnerable from Oct. 14–18, 2016. As soon as SCF became aware the accounts were vulnerable, it disabled them to stop any further access.

SCF reviewed the information in the email accounts and determined the accounts included, among other information, the protected health information of some customer-owners. The information in the email accounts may include a combination of the following types of information for impacted customer-owners:

- Full name
- Medical record number
- Date of birth
- Address
- Phone number
- Social Security number
- Medicaid ID number
- Photographs
- Diagnosis information
- Treatment information
- Dates of service
- Provider name
- Medical history
- Tribal identification/membership card
- Birth certificates
- Health status information
- Family member names, relationships and phone numbers

Customer-owners were notified of the breach by mail on Dec. 16 and have been offered credit monitoring and identity theft protection for one year without charge. Customer-owners have been advised to exercise caution and remain vigilant to the possibility of fraud and identity theft by monitoring account statements, credit reports, and explanation of benefit forms. SCF has set up a call center to answer questions from those who might be impacted by the breach. The call center can be reached at 1-855-220-9457, 5 a.m. to 5 p.m.

Alaska Standard Time, Monday through Saturday (excluding U.S. holidays). Additional information on how customer-owners can protect themselves can be found at Southcentral Foundation's website [www.southcentralfoundation.com/scfidentityprotection/](http://www.southcentralfoundation.com/scfidentityprotection/)

**About Southcentral Foundation**

Southcentral Foundation is an Alaska Native-owned, nonprofit health care organization. Managing more than 80 health care programs and services, SCF serves 65,000 Alaska Native and American Indian people in Anchorage, the Mat-Su Borough and 55 rural villages in the Anchorage Service Unit.

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