



### **Notice to Our Patients of Privacy Incident**

UNM Health – including UNM Hospital, UNM Medical Group, Inc., and UNM Sandoval Regional Medical Center, Inc. – takes the privacy and security of our patients’ information very seriously. Regrettably, this notice concerns a cybersecurity incident that may have involved some of that information.

On June 4, 2021, UNM Health learned that an unauthorized third party gained access to our network and may have accessed or obtained certain files from UNM Health systems on May 2, 2021. We reviewed these files and determined that some patient information was contained within them, such as names, addresses, dates of birth, medical record or patient identification numbers, health insurance information, and/or limited clinical information regarding care received at UNM Health. In some instances, patients’ Social Security numbers were also involved. UNM Health’s electronic medical record was not accessible to the unauthorized party.

Beginning August 3, 2021, we are mailing notification letters to patients whose information may have been involved in this incident. We are providing individuals whose Social Security number was involved with complimentary credit monitoring and identity theft protection services. Patients are encouraged to review statements from their health insurer and healthcare providers, and to contact them immediately if they see any services they did not receive.

UNM Health deeply regrets any inconvenience or concern this incident may cause our community. We take this issue very seriously and are committed to taking steps to help ensure something like this does not happen again. We have provided additional education to staff and are continuing to take steps to enhance the security of our systems and the information we maintain.

Patients with questions can call the dedicated call center at 1-855-623-1973, Monday through Friday, between 7:00 a.m. and 4:30 p.m. Mountain Time.