

Notice of Email Phishing Incident

AultCare Corporation, AultCare Insurance Company and AultCare Administrative Group (collectively “AultCare”) is committed to protecting the confidentiality and security of the information we maintain. We experienced an email phishing incident that involved information pertaining to individuals affiliated with employer-sponsored health plans.* This notice explains the incident, measures that have been taken and some steps patients can take in response.

On Nov. 22, 2024, health insurance brokers that AultCare contracts with began notifying their employer-sponsored health plan clients that AultCare experienced an email phishing incident that resulted in unauthorized access to information provided to AultCare as part of requests for proposal that contained information pertaining to individuals affiliated with certain employer-sponsored health plans.

AultCare first became aware of the incident on Sept. 25, 2024, after identifying unusual activity in the employee’s email account. Upon learning of this, AultCare secured the employee’s account and immediately launched an investigation.

Through the investigation, AultCare determined that an unauthorized party gained access to the AultCare employee’s email account and SharePoint instance on Sept. 25, 2024. AultCare conducted a comprehensive review of the contents of the SharePoint files, emails and attachments that were accessed by the unauthorized party. Through its analysis, AultCare determined that some of those files contain information pertaining to certain individuals affiliated with employer-sponsored health plans. The information involved included names, prescription information and health insurance information.

On Jan. 21, 2025, AultCare began mailing letters to individuals whose information was involved in the incident. AultCare established a dedicated, toll-free incident response line to answer questions that individuals may have. If an individual believes their information was involved and has any questions about this incident, please call 855-295-3082, Monday through Friday, between 9 a.m. – 9 p.m., Eastern Time, except for major U.S. holidays.

For individuals whose information was involved in the incident, AultCare recommends that they review the statements they receive from their healthcare providers and health insurance plans. If they see any services that were not received, they should contact the provider or health plan immediately.

AultCare regrets any inconvenience or concern this may cause you. AultCare takes data protection in general, and this incident in particular, very seriously and it is further enhancing its security protocols and security measures.

* Lauren International