

Notice of Data Security Incident

ApolloMD Business Services, LLC (“ApolloMD”) is committed to protecting the confidentiality and security of the information we maintain. ApolloMD experienced a data security incident. This notice explains the incident, measures we have taken, and some steps patients can take in response.

Between July 21, 2025 and September 11, 2025, (“ApolloMD”) notified its affiliated physician practices of a data security incident that may have resulted in unauthorized access to / acquisition of information pertaining to some of their patients.

ApolloMD first became aware of the incident on May 22, 2025, after it detected unusual activity in its Information Technology (“IT”) environment. Upon learning of this, we initiated an investigation, took steps to secure our systems, engaged a third-party forensic firm to assist in the investigation, and notified law enforcement.

Our investigation determined that an unauthorized party accessed ApolloMD’s IT environment between May 22, 2025 and May 23, 2025. While in the IT environment, the unauthorized party may have accessed and/or acquired files that contain information for patients treated by ApolloMD’s affiliated physicians and practices. The information involved varied by patient and includes names in combination with one or more of the following: dates of birth, addresses, diagnosis information, provider names, dates of service, treatment information, and/or health insurance information. For some individuals, the incident may have also involved their Social Security numbers.

On September 17, 2025, notification letters began being mailed to patients whose information may have been involved in the incident. Complimentary credit monitoring services are being offered to patients whose Social Security numbers may have been involved in the incident. A dedicated, toll-free incident response line has been established to answer questions that individuals may have. If an individual believes their information was involved and has any questions about this incident, please call 833-397-6797, Monday through Friday, between 8:00 a.m. and 8:00 p.m., Eastern Time, except for major U.S. holidays.

For patients whose information may have been involved in the incident, we recommend 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.

We take this incident very seriously and sincerely regret any concern this may cause. To help prevent something like this from happening again, we have implemented enhanced security protocols and additional security measures.

* PASSAIC HOSPITALIST SERVICES, LLC; PENSACOLA HOSPITALIST PHYSICIANS, LLC; BROAD RIVER PHYSICIANS GROUP, LLC; OLIVE BRANCH EMERGENCY PHYSICIANS, LLC; AURORA EMERGENCY PHYSICIANS, LLC; PASSAIC RIVER PHYSICIANS, LLC; THE BORTOLAZZO GROUP, LLC; METHODIST UNIVERSITY EMERGENCY PHYSICIANS, PLLC; TRINITY EMERGENCY PHYSICIANS, LLC; LORAIN EMERGENCY PHYSICIANS, LLC; and PENNSYLVANIA HOSPITALIST GROUP, LLC.