



Updated September 15, 2025

How to Reach Us

How can I reach ANHC with general patient questions during business hours?



What should I do if I have an urgent need or can't send a text?



How can partner organizations request patient records or information?



How long does it take to process medical records requests?



Who do I call after hours to reach an on-call provider?



Security Incident FAQs

We understand that news of this data security incident may cause concern, and we want to provide clear, transparent information to our patients and community. The following Frequently Asked Questions (FAQs) are intended to answer common questions, share the steps we are taking in response, and offer guidance on how you can protect your information. We will continue to update this page as more details become available.

WHAT HAPPENED?

Anchorage Neighborhood Health Center ("ANHC") recently became aware of a data security incident occurring on our network. Upon discovery, ANHC immediately initiated a forensic investigation, which is currently underway.

WHAT IS ANHC DOING ABOUT THIS INCIDENT?

We are working with third-party cybersecurity experts to conduct a comprehensive investigation into the nature and scope of the incident, and we have also notified law enforcement. Protecting patient privacy and maintaining your trust are our highest priorities.

ARE ANHC FACILITIES STILL OPEN AND RECEIVING PATIENTS?

Yes. All ANHC facilities remain open and fully operational. This incident has not affected our ability to

provide care, and our team continues to welcome and serve patients as usual.

IS IT SAFE TO CONTINUE RECEIVING CARE AT ANHC?

Yes. This incident has not affected our ability to provide medical services or patient care. Our clinics remain open, and our team remains dedicated to serving the Anchorage community.

HOW IS ANHC SUPPORTING PATIENTS AND THE COMMUNITY?

We deeply regret the concern, stress, and disruption this situation may cause. The safety and well-being of our patients are at the center of our response, and we are extremely appreciative of the cooperation, understanding, and support of our employees, patients, and the Anchorage community during this time.

HAS MY INFORMATION BEEN IMPACTED?

Our investigation remains ongoing. Once the full scope of impacted data has been determined, we will provide direct notification to all affected individuals.

WHAT TYPE OF INFORMATION MAY HAVE BEEN INVOLVED?

The investigation is ongoing, and we are still working to determine the exact information that may have been accessed. If it is confirmed that your information was involved, you will be notified directly and provided with resources to help safeguard your personal information.

WHAT SHOULD I DO IN THE MEANTIME?

We encourage all patients to remain vigilant by monitoring financial accounts, reviewing credit reports, and remain cautious of unsolicited communications requesting personal information. We are providing resources to help safeguard personal information and will share additional steps if we learn your data was involved.

AM I A VICTIM OF IDENTITY THEFT?

At this time, there is no evidence that there has been any identity theft resulting from the information involved in this incident.

WILL SOMEONE STEAL MY IDENTITY?

ANHC is not aware of any individual who has experienced identity theft as a result of this event. However, if you believe you have been the victim of identity theft or have reason to believe your information is being misused, ANHC urges you to immediately contact the police and file a police report. Obtain a copy of the police report as you may need to provide copies of the report to creditors to clear up your records. You may also contact the Federal Trade Commission and the Attorney General's Office in your state. You may obtain a copy of your credit report, directly and free of charge, from each of the three nationwide credit reporting companies. To order your annual free report please visit www.annualcreditreport.com, call toll free at 1-877-322-8228, or directly contact the three nationwide credit reporting companies:

Equifax

PO Box 740241
Atlanta, GA 30374
www.equifax.com
1-800-685-1111

Experian

PO Box 2002
Allen, TX 75013
www.experian.com
1-888-397-3742

TransUnion

PO Box 2000
Chester, PA 19016
www.transunion.com
1-800-916-8800

HOW DO I PLACE A FRAUD ALERT ON MY CREDIT FILE?

You may contact one of the major credit reporting companies for assistance. An initial 90-day security alert indicates to anyone requesting your credit file that you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the lender should take steps to verify that you have authorized the request. If the creditor cannot verify this, the request should not be satisfied.

TransUnion

Fraud Victim Assistance Dept.
P.O. Box 2000
Chester, PA 19016-2000
1-800-680-7289
www.transunion.com

Experian

National Consumer Assistance
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

Equifax

Consumer Fraud Division
P.O. Box 740256
Atlanta, GA 30374
1-888-298-0045
www.equifax.com

HOW DO I PLACE A SECURITY FREEZE ON MY ACCOUNT?

A credit freeze is designed to prevent third parties from accessing a credit report without your consent. If you place a credit freeze, potential creditors will not be able to access your credit report unless you temporarily lift the freeze. More information about credit freezes is available in the notice letter you received. This process is completed through each of the credit reporting agencies.

TransUnion (FVAD)

PO Box 2000
Chester, PA 19022
1-800-888-4213
www.transunion.com

Experian Security Freeze

PO Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

Equifax Security Freeze

PO Box 105788
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

WHAT IS THE DIFFERENCE BETWEEN A 'FRAUD ALERT' AND A 'SECURITY FREEZE'?

A fraud alert encourages third parties to take extra steps to identify your identity before extending credit. This can make it more difficult for an unauthorized person to open new accounts or modify existing accounts in your name. More information about fraud alerts is available in the notice letter you received. A credit freeze is designed to prevent third parties from accessing a credit report without your consent. If you place a credit freeze, potential creditors will not be able to access your credit report unless you temporarily lift the freeze. More information about fraud alerts and credit freezes is available in the notice letter you received.

I HAVE EXPERIENCED IDENTITY THEFT, AND I THINK IT'S LINKED TO THIS INCIDENT. WHAT DO I DO?

At this time, ANHC is not aware of any individual who has experienced identity theft as a result of this event. However, if you believe you have been the victim of identity theft or have reason to believe your information is being misused, we encourage you to immediately contact the police and file a police report. Obtain a copy of the police report as you may need to provide copies of the report to creditors to clear up your records. You may also contact the Federal Trade Commission and the Attorney General's Office in your state. You may obtain a copy of your credit report, directly and free of charge, from each of the three nationwide credit reporting companies. To order your annual free report please visit www.annualcreditreport.com, call toll free at 1-877-322-8228.

HOW DO I OBTAIN A FREE COPY OF MY CREDIT REPORT?

You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at www.annualcreditreport.com/manualRequestForm.action. Once you receive your credit reports, verify all information is correct. Review them for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting company.

WHAT IF SOMEONE CONTACTS ME ABOUT THIS INCIDENT?

ANHC is aware that the unauthorized party has contacted some individuals in our community. Please do not respond to or engage with any emails you may have received from the unauthorized party. Please know that ANHC will remain the trusted source of all official communications regarding this incident.

WILL ANHC PROVIDE CREDIT MONITORING OR IDENTITY PROTECTION SERVICES?

Yes. Patients whose information is confirmed to have been impacted will be offered complimentary resources, including credit monitoring and identity protection services, at no cost. Details will be included in direct notification letters.

HOW LONG WILL THE INVESTIGATION TAKE?

Investigations of this nature are complex and may take some time to complete. While we cannot provide an exact timeline, we are committed to conducting a thorough review and will share updates as soon as they are available.

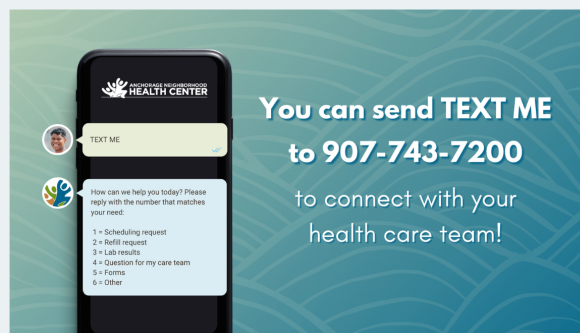
HOW WILL I KNOW IF MY INFORMATION WAS AFFECTED?

If our investigation determines that your data was impacted, you will receive a direct notification letter from ANHC with details about the type of information involved and the resources available to you.

Become an ANHC Patient Today

Text ANHC today!

We're offering a new texting feature as another way for **established patients** to connect with their care team. Just send **TEXT ME** to our main line, **907-743-7200**, to request refills, get lab results, and more.



VISIT US

Anchorage Neighborhood Health Center
4951 Business Park Blvd
Anchorage, AK 99503

907-743-7200



MENU

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PATIENT RESOURCES

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[Pay Your Bill](#)



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