

October 14, 2025

Maine Attorney General
ATTN: Security Breach Notification
Consumer Protection Division
6 State House Station
Augusta, ME 04333

RE: **MEMBER NOTIFICATION LETTER AMENDED
NOTICE OF SECURITY INCIDENT**

Dear Attorney General,

The purpose of this letter is to notify your office of a recent privacy incident that occurred impacting one resident of your state¹. First, let me state that Oncology Analytics, Inc. (OncoHealth) takes all privacy concerns seriously and is taking appropriate steps to prevent errors such as this in the future.

What Happened?

OncoHealth partners with Humana Inc. for medical oncology prior authorizations. OncoHealth identified a potential exposure of protected health information (PHI) resulting from a phishing attempt involving their Zendesk customer service system. A fraudulent Zendesk account was mistakenly included in an email distribution sent to Humana Inc. The email had a file that included protected health information (PHI) regarding residents of your state. The message was inadvertently delivered to the impersonator's email address as well as to the intended Humana employees. We apologize for this incident and are actively taking measures to safeguard your information.

What Information Was Involved?

Social Security numbers and financial information were not involved. The affected data contained personal and health information pertaining to some of your residents. The Impacted data included first and last name, date of birth, Humana identification number and authorization number.

What We Are Doing

OncoHealth has safeguards to protect personal information. In response to this incident, OncoHealth has enhanced their internal controls, increased security awareness, and updated Zendesk system protections and training materials.

¹ OncoHealth is providing this notice as a courtesy and is not admitting, submitting to, or waiving its right to contest jurisdiction in the notified state.

A notification letter will be sent to the state resident who was impacted by this situation. Attached you will find a copy of the letter. In accordance with state and federal law, OncoHealth will also notify any consumer reporting agencies and any other required agency.

At this time we have no evidence that any personal information has actually been used inappropriately, but OncoHealth reserves the right to report to your office and appropriate law enforcement officials any information that is shared with us that indicates this information has been inappropriately used.

Please do not hesitate to contact us by email at compliance@oncohealth.us or by calling 1-888-916-2616 if you have any additional questions regarding this situation.

Sincerely,
Barbara Goding
Vice President of Compliance
OncoHealth

Enclosed: AMENDED MEMBER NOTIFICATION LETTER



October 14, 2025

MEMBER NAME
ADDRESS
CITY STATE ZIP

RE: NOTICE OF POTENTIAL DATA BREACH

Dear <Member Name>;

We are writing to notify you, a valued member, with updated information regarding a recent incident involving some of your personal information.

What Happened?

As noted in our previous letter on October 9, 2025, Oncology Analytics, Inc. (OncoHealth) partners with Humana for medical oncology prior authorizations. OncoHealth identified a potential exposure of protected health information (PHI) resulting from a phishing incident on August 26, 2025 which was discovered on September 4, 2025, involving the Zendesk customer service system. A fraudulent Zendesk account was mistakenly included in an email distribution sent to Humana. The email had a file that included your protected health information (PHI). The message was inadvertently delivered to the impersonator's email address as well as to the intended Humana employees. The fraudulent account was deactivated on September 5, 2025. We apologize for this incident and are actively taking measures to safeguard your information.

What Information Was Involved?

- First and Last name
- Date of Birth
- Humana Identification Number
- Authorization Number

Social Security numbers and financial account information were not involved.

What Are We Doing?

OncoHealth has safeguards to protect your information. In response to this incident, OncoHealth has enhanced their internal controls, increased security awareness, and updated Zendesk system protections and training materials.

What You Can Do?

While we have no evidence that any personal information has actually been used inappropriately, we recommend you take precautions. We have included some additional steps that you can take to protect



yourself, as you deem appropriate.

For More Information

Do you have any questions or need help with anything mentioned in this letter? Please contact us by email at compliance@oncohealth.us or call **1-888-916-2616**. If you have a speech or hearing impairment and use a TTY, call **1-800-833-3301**.

Again, please accept our sincere apology for this incident. We value your membership and work hard to protect your information.

Sincerely,

OncoHealth

STEPS YOU MAY WISH TO TAKE

- **REMAIN VIGILANT: REVIEW YOUR ACCOUNT STATEMENTS & REPORT FRAUD AND IDENTITY THEFT. CHANGE PASSWORDS AND SECURITY VERIFICATION QUESTIONS & ANSWERS.** It is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your credit reports, debit/credit card, insurance policy, bank account and other account statements for unauthorized activity– especially over the next 24 months. Activate alerts on your bank accounts to notify you of suspicious activity and change passwords/security verifications as needed – particularly if same password is used over multiple online accounts. If your medical information was involved, it is also advisable to review the billing statements you receive from your healthcare providers. Immediately report suspicious activity, fraudulent charges, or suspected identity theft in your insurance statements, provider billing statements, credit report, credit card or bank accounts to your insurance company, bank/credit card vendor, healthcare provider and law enforcement, including FTC and/or your State Attorney General.
- **FREEZE YOUR CREDIT FILE.** You have a right to place a ‘security freeze’ on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. A security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, using a freeze to take control over who gets access to the personal/financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application made regarding a new loan, credit, mortgage, or any other account involving extension of credit. Security freeze generally does not apply to existing account relationships and when a copy of your report is requested by existing creditor or its agents or affiliates for certain types of account review, collection, fraud control or similar activities. It is free to place, lift, or remove a security freeze. To place a security freeze on your credit report, contact each of the following credit bureaus and clearly explain in the call/letter that you are requesting a security freeze:
- *Equifax*, PO Box 105788, Atlanta, GA 30348, www.equifax.com, 1-800-685-1111
 - *Experian*, PO Box 9554, Allen, TX 75013, www.experian.com, 1-888-397-3742
 - *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

To request a security freeze, provide your full name (middle initial, Jr., Sr., II, III, etc.), Social Security Number, date of birth; home addresses over the past 5 years; proof of current address such as a current utility bill or telephone bill; photocopy of government issued identification card (driver’s license or ID card, military ID, etc.); and if you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft. If you request a security freeze via toll-free telephone or other secure electronic means, credit reporting agencies have 1 business day after receiving the request to place the freeze. In the case of a request made by mail, the

agencies have 3 business days after receiving your request to place a security freeze on your credit report. Credit agencies must also send written confirmation within 5 business days and provide a unique personal identification number (PIN) or password, or both that can be used to authorize the removal or lifting of the security freeze. To lift the freeze to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and PIN or password provided when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have 3 business days after receiving a request to lift freeze for those identified entities or for the specified period of time. To remove the freeze, you must send a written request to the 3 credit bureaus by mail and include proper identification (name, address, & social security number) and PIN number or password provided when you placed the freeze. The credit bureaus have 3 business days after receiving the request to remove the freeze.

- **PLACE FRAUD ALERTS ON YOUR CREDIT FILE.** As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is an alert lasting 7 years. Contact the 3 credit reporting agencies listed above to activate an alert.
- **ORDER FREE ANNUAL CREDIT REPORTS.** Visit www.annualcreditreport.com or call 877-322-8228 to obtain 1 free copy of your credit report annually. Periodically review a copy of your credit report for discrepancies and identify accounts you did not open or inquiries you did not authorize. For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents: You may obtain one or more (depending on the state) copies of your credit report, free of charge. You must contact each of the 3 credit reporting agencies directly to obtain such additional reports.
 - *Equifax*, PO Box 105281, Atlanta, GA 30348, www.equifax.com, 1-800-685-1111
 - *Experian*, PO Box 9554, Allen, TX 75013, www.experian.com, 1-888-397-3742
 - *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800
- **OBTAIN POLICE REPORT:** You have a right to a police report about this incident (if any exists). If you're an identity theft victim, you have the right to file a police report and obtain a copy of it. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Notification of this incident has not been delayed as a result of a law enforcement investigation.
- **SUMMARY OF YOUR RIGHTS UNDER Fair Credit Reporting Act (FCRA):** FCRA promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as

agencies that sell information about check writing histories, medical records, and rental history records). Your major rights under the FCRA are summarized below. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552. (1) You must be told if information in your file has been used against you. (2) You have the right to know what is in your file. (3) You have the right to ask for a credit score. (4) You have the right to dispute incomplete or inaccurate information. (5) Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information. (6) Consumer reporting agencies may not report outdated negative information. (7) Access to your file is limited. (8) You must give your consent for reports to be provided to employers. (9) You may limit “prescreened” offers of credit and insurance you get based on information in your credit report. (10) You have a right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. (11) You may seek damages from violators. (12) Identity theft victims and active-duty military personnel have additional rights.

➤ **CONTACT LAW ENFORCEMENT, FEDERAL TRADE COMMISSION (FTC), AND STATE ATTORNEY GENERAL.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact law enforcement, the FTC and/or the Attorney General’s office in your home state. You may also contact these agencies for information on fraud alerts and security freezes and how to prevent or minimize the risks of identity theft. You may contact the FTC at www.ftc.gov/idtheft; FTC hotline is 877-438-4338; TTY: 1-866-653-4261 or write to FTC, 600 Pennsylvania Ave., NW, Washington, D.C. 20580. Below is additional information for residents of the following states:

- **Connecticut:** You may contact and obtain information from Connecticut Attorney General’s Office, 165 Capitol Ave, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag.
- **Maryland:** You may contact and obtain information from your state attorney general at Maryland Attorney General’s Office – Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-410-576-6300; <https://www.marylandattorneygeneral.gov/> Consumer Hotline 1-410-528-8662, or consumer@oag.state.md.us.
- **Massachusetts:** You may contact and obtain information from Office of Massachusetts Attorney General, One Ashburton Place, Boston, MA 02108, 1-617-727-8400, www.mass.gov/ago/contact-us.html. The mitigation services outlined above are offered pursuant to Mass. Gen. Laws Ann. Ch.93H, § 3(b).
- **New York:** You may contact and obtain information from New York Department of State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and New York State Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>.

Important

At OncoHealth, it is important you are treated fairly.

OncoHealth complies with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, ancestry, ethnicity, sex, sexual orientation, gender, gender identity, disability, age, marital status, religion, or language in their programs and activities, including in admission or access to, or treatment or employment in, their programs and activities.

- The following department has been designated to handle inquiries regarding OncoHealth's non-discrimination policies: Discrimination Grievances, 7000 Central Parkway, Suite 1750, Atlanta, GA 30328, **888-916-2616 (TTY: 711)**.

**Auxiliary aids and services, free of charge, are available to you.
888-916-2616 (TTY: 711)**

OncoHealth provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

This information is available for free in other languages. Please call our customer service number at 888-916-2616 (TTY: 711). Hours of operation: 8 a.m. - 8 p.m. Eastern time.

Espanol (Spanish): Llame al número indicado para recibir servicios gratuitos de asistencia lingüística. **888-916-2616 (TTY: 711)**. Horas de operación: 8 a.m. a 8 p.m. hora del este.

繁體中文 (Chinese): 本資訊也有其他語言版本可供免費索取。請致電客戶服務部：**888-916-2616 (聽障專線：711)**。辦公時間：東部時間上午 8 時至晚上 8 時。

Multi-Language Insert

Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-888-916-2616 (TTY: 711) Someone who speaks English/Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-888-916-2616 (TTY: 711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-888-916-2616 (TTY: 711)。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-888-916-2616 (TTY: 711)。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-888-916-2616 (TTY: 711). Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-888-916-2616 (TTY: 711). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-888-916-2616 (TTY: 711). sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-888-916-2616 (TTY: 711). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-888-916-2616 (TTY: 711). 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-888-916-2616 (TTY: 711). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. سيقوم شخص ما (TTY: 711) 1-888-916-2616 للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على بمساعدتك. هذه خدمة مجانية يتحدث العربية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-888-916-2616 (TTY: 711) पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-888-916-2616 (TTY: 711). Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-888-916-2616 (TTY: 711). Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1- 888-916-2616 (TTY: 711). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1- 888-916-2616 (TTY: 711). Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするため、無料の通訳サービスがあります。通訳をご用命になるには、1-888-916-2616 (TTY: 711) にお電話ください。日本語を話す人 者が支援いたします。これは無料のサービスです。