

# Notice of Data Privacy Incident (Vendor-Related)

Date Posted: January 29, 2026

*\*Notice: One of our vendors was impacted by a security incident, which affected some of our patients' or their primary insured's protected health information. [Learn more](#)*

## Important Privacy Notice

Cempa Community Care is providing this notice to inform individuals of a recent privacy incident involving protected health information of some patients, in accordance with the Health Insurance Portability and Accountability Act (HIPAA).

## What Happened

Cempa was notified by its electronic health record vendor of a data security incident involving a subcontractor that provides insurance eligibility transaction services. The incident involved unauthorized access to certain data processed through the vendor's systems.

## What Information Was Involved

The information involved varied by individual and may have included name, address, date of birth, Social Security number, health insurance information (including Medicare identifiers), provider name, and other demographic or health insurance-related information. No payment card or bank account information was involved.

## What Is Being Done

The vendor has taken steps to secure its systems, engaged cybersecurity experts, and reported that the unauthorized activity has been contained. Complimentary identity monitoring and fraud assistance services are being offered through Kroll. Affected individuals will receive additional information by mail where possible.

## What You Can Do

Individuals are encouraged to remain vigilant by reviewing account statements and monitoring credit reports for suspicious activity. Enrollment information for identity monitoring services will be provided directly to affected individuals.

## For More Information

If you believe you may be affected or have questions, please contact:

### Melissa White

*Director of Compliance and HIPAA Privacy & Security Officer*

Cempa Community Care

423.265.2273

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