

Make a Payment

Notice of Data Event

Ohio Living is notifying individuals of an incident that may affect the privacy of certain personal information relating to former and current employees, patients, residents, and other individuals. We are issuing this notice to communicate what is known about the incident, our response, and steps impacted individuals can take, if deemed appropriate. We will provide more information as the investigation continues and will directly notify any impacted individuals, but in the interim are sharing the information known.

What Happened? On April 17, 2026, we identified unusual activity on certain systems and promptly took steps to secure our systems and initiate an investigation with third party cybersecurity specialists into the nature and scope of the issue. The investigation determined that an unauthorized actor gained access to specific systems and copied certain files within Ohio Living’s network from April 16, 2026 through April 17, 2026. As such, we began a comprehensive and time-consuming process of reviewing the files accessed or acquired to confirm what information is contained therein, and to whom it relates for purposes of providing notice.

What Information Was Involved? Our investigation is ongoing and, at this time, we are not able to identify the specific individuals and information that may have been impacted. The categories of information that may be affected will vary by individual, but based on best assessment at this time the categories of information could include name, address, date of birth, Social Security number, medical history information, disability information, diagnostic information, treatment information, prescription information, physician information, medical record number, health insurance information, subscriber number, health insurance group/plan number, taxpayer identification number, financial account information, payment card information.

What We Are Doing. The security of information in our care is amongst our highest priorities. Upon becoming aware of this event, we promptly began an investigation to determine the nature and scope of the event, took steps to secure our network, and notified federal law enforcement. We are reviewing existing security policies and implementing additional cybersecurity measures to further protect against similar incidents moving forward. We are also reporting the incident to regulatory authorities, where required.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account and free credit reports for suspicious activity and to detect errors. Suspicious activity should be promptly reported to relevant parties including an insurance company, healthcare provider, and/or financial institution.

For More Information. If you have additional questions, please contact our dedicated assistance line at (844) 507-5895, which is available Monday through Friday, 8 a.m. to 8 p.m. Eastern Time, excluding major US holidays.



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