

Notice of Security Incident

At Gateway Ambulatory Surgery Center (“Gateway”), we are committed to protecting the privacy and security of the information we maintain. We recently identified and addressed a cybersecurity incident that may have involved some of that information. This notice explains the incident, measures we have taken, and some steps you may take in response.

On September 1, 2022, Gateway determined that an email phishing incident may have resulted in unauthorized access to emails and attachments in two Gateway employee email accounts. Gateway first became aware of the incident on April 6, 2022. In response, Gateway promptly launched an investigation, through which it determined that unauthorized individuals had gained access to two Gateway employees’ email accounts. Upon learning of this, Gateway secured the employees’ email accounts and reset the passwords, notified law enforcement, and a third-party forensic firm was engaged to assist with the investigation. Through its investigation, Gateway identified unauthorized access to two Gateway email accounts between the dates of February 14, 2022 and May 10, 2022.

Gateway cannot rule out the possibility that emails and attachments in the Gateway employee email accounts may have been accessed as a result of this incident. Thus, out of an abundance of caution, Gateway conducted a comprehensive search of the contents of those email accounts to identify the information they contained. The information included individuals’ names, health benefit enrollment information, health insurance information, medical history, patient account numbers, and/or patient dates of service. For a small number of individuals, the information potentially involved in the incident included their Social Security numbers and/or driver’s license numbers.

On October 31, 2022, Gateway began mailing notification letters to individuals whose information was potentially involved in this incident. Gateway is offering qualified individuals complimentary subscriptions to credit monitoring, fraud consultation, and identity restoration services through TransUnion.

Gateway has established a dedicated, toll-free call center to answer questions that individuals may have. If you believe your information was involved and have any questions about this incident, please call 866-935-7074 Monday through Friday, from 9:00 AM through 7:00 PM, Eastern Time, except for major U.S. holidays.

Gateway recommends that notified individuals review the statements they receive from their healthcare providers and health insurance plan. If they see any services that were not received, they should contact the provider or health plan immediately.

We regret any concern or inconvenience this incident may cause. To help prevent a similar incident from happening again, we are enhancing our information security measures, including deploying an endpoint detection and response system throughout our network, and providing additional training to our employees.