

Notice of Data Breach

CareSouth Carolina (“CareSouth”) is providing this notice about a security incident that involved personal information maintained by its vendor, Netgain Technology, Inc. (“Netgain”).

What Happened

Netgain provides online data storage and other services for CareSouth. On December 1, 2020, Netgain informed CareSouth that it was investigating an IT security incident. At that time, CareSouth had no reason to believe that patient information was involved.

On January 14, 2021, Netgain informed CareSouth that it experienced a ransomware attack on December 3, 2020. Netgain’s investigation found that some of the servers that it maintained for CareSouth were affected as part of the incident.

On April 13, 2021, CareSouth received a copy of the affected records from Netgain. At that time, CareSouth began reviewing the records to identify affected individuals and the information involved. On April 27, 2021, CareSouth completed its review of the records and determined notification was required.

What Information Was Involved

CareSouth determined that the following information was involved in this incident: patient names, date of birth, address, diagnosis/conditions, lab results, medications and other clinical information. For a small number of patients, Social Security numbers were involved. Credit card and bank account numbers were not involved.

What We Are Doing

Netgain reported this incident to law enforcement and hired cybersecurity experts to investigate and respond to this incident. Netgain also paid the attacker in exchange for promises that the attacker will delete all copies of the data and that it will not publish, sell, or otherwise share the data. Netgain also implemented additional security measures.

CareSouth required employees to change their passwords for the affected systems and implemented additional security measures. CareSouth also reported this incident to state and federal regulatory agencies and to the national consumer reporting agencies. CareSouth sent letters to affected patients describing the incident and is offering free identity theft protection services.

Learn More

For more information on this incident, including to learn whether your information was affected and to enroll in the identity theft protection services, please call 833-664-2012.