



<<Name 1>> <<Name 2>>
<<Address 1>>
<<Address 2>>
<<City>><<State>><<Zip>>
<<Country>>

<<Date>>

Dear <<Name 1>> <<Name 2>>:

Prospect Medical Holdings, Inc. (“Prospect Medical”) is committed to protecting the confidentiality of the information we maintain. Prospect Medical and its subsidiaries, including Prospect Medical Systems, LLC provides administrative services for health care providers that contract with your Health Plan, [Data Owner]. We are writing to notify you of a data security incident that involved your information. This notice explains the incident, measures we have taken, and some additional steps you may consider taking in response.

What Happened: On September 29, 2023, Prospect Medical notified [Data Owner] of a data security incident which involved unusual activity in our Information Technology (“IT”) environment, which was first identified on August 1, 2023. Upon learning of this, Prospect Medical’s IT team took immediate containment action by taking all systems, including servers and workstations, offline. Prospect Medical then launched an investigation with the assistance of a third-party forensics firm.

What Information Was Involved: Through our ongoing investigation of the incident, we learned that unauthorized parties accessed Prospect Medical’s IT environment between July 31, 2023 and August 3, 2023 and accessed and/or acquired files containing your information including your [types of information involved will be tailored per patient].

What We Are Doing: To help prevent something like this from happening again, we have implemented and will continue to adopt additional safeguards and technical security measures to further protect and monitor our systems.

What You Can Do: We recommend you review the statements you receive from your healthcare providers and health insurance plan. If you see any services that were not received, please contact the provider or health plan immediately.

For More Information: We deeply regret any inconvenience or concern this incident may cause and take this matter seriously. If you have questions about this incident, please call 888-979-0012, Monday through Friday, 6:00 am – 6:00 pm, Pacific Time, except for national holidays.

Sincerely,

Michelle Amador

Michelle Amador
Compliance and Privacy Officer