Notice of Data Security Incident

Cognisight, LLC (“Cognisight”) recently learned about a data security incident that may have impacted a limited amount of protected health information (“PHI”) for patients associated with some of its business customers or covered entities, including Trinity Health PACE. Cognisight is a health care management company for various covered entities and is working with any impacted covered entity to identify and notify affected individuals.

What happened?

On May 31, 2023, Cognisight learned of the global attack on the file transfer tool called MOVEit. Immediately after being notified of the incident, we stopped access to MOVEit and had a forensic investigation conducted to determine what occurred and whether any data was compromised. The investigation was completed on June 5, 2023, at which point we determined that files were taken from the MOVEit server. We then worked with a vendor to review these files for any personal information. This process was completed on August 2, 2023 and we are working with impacted covered entities to provide notice to affected individuals on their behalf. At this time, we have no indication that any personal information has been misused.

What We Are Doing:

We stopped access to the MOVEit service, securely restored our servers from backups, and applied the fixes provided by the MOVEit software provider, Progress. We are working with covered entities to obtain contact information to send letters to anyone whose personal information may have been affected. The letters will contain more information about the incident and provide instructions for enrolling in credit monitoring and identity restoration services at no cost.

What You Can Do:

Individuals should remain vigilant for incidents of identity theft or fraud by reviewing bank accounts, financial statements, credit reports, and estimates of benefits (EOBs) for suspicious activity. Incidents of identity theft should be reported to law enforcement or the attorney general.

For questions or concerns or to determine whether your information was impacted, please call 1-800-405-6108 Monday through Friday from 8:00 am to 8:00 pm Eastern,
excluding holidays. We regret any inconvenience or concern that this incident may cause.

Cognisight is providing this notice on behalf of the following covered entities:

- AltaMed
- ArchCare
- Blue Cross and Blue Shield of Louisiana
- Mercy LIFE West Philadelphia
- Pacific PACE
- Saint Francis LIFE
- Saint Joseph PACE
- Sequoia PACE
- Stockton PACE
- Trinity Health LIFE New Jersey
- Vantage