

A Notice to Our Patients

MUSC Health is committed to protecting the privacy and security of our patients' information. Regrettably, this notice is to inform our patients of a recent incident that may have involved some MUSC Health Florence Medical Center patients' billing information.

As part of our billing process, we contract with an outside billing company, JDA eHealth Systems, Inc. ("JDA"), to assist us in preparing and tracking invoices. On April 20, 2020, we learned that inconsistent data from a third-party (not MUSC Health) led to an error in JDA's system that allowed for patient information to be sent to an incorrect guarantor. This incident did **not** affect all MUSC Health patients, but only a limited number of patients related to services received at MUSC Health Florence Medical Center (formerly Carolinas Hospital System-Florence) between March 1, 2019 and August 16, 2019.

We immediately began working with JDA to ensure the error was corrected and to further investigate the incident. The investigation determined that, between April 10, 2020 and April 15, 2020, certain patients' billing information may have been mailed to someone other than the patient or their guarantor. The information on the billing statements included the patient's name, account number, account balance, and dates of service. Social Security numbers, medical information, financial information, and insurance information were **not** included on the billing statements.

We have no reason to believe that the information has been or could be misused. As a precaution, JDA is mailing letters to the affected patients and has established a dedicated, toll-free call center to answer questions that patients may have. If you have questions, please call 844-305-4194, Monday through Friday, between 9:00 a.m. and 6:00 p.m. Eastern Time. We recommend affected patients review the statements they receive from their health care providers. If they see services they did not receive, patients should contact the provider immediately.

We deeply regret any concern or inconvenience this incident may cause our patients. To help prevent something like this from happening in the future, we have worked with JDA to implement additional procedures to further expand and strengthen their security processes, including heightened quality control procedures to detect potential inconsistencies in the source data as it is being loaded into their system.