

Notification of Data Incident

April, 17, 2023 - Graceworks Lutheran Services (“Graceworks”) has become aware of a data security incident that may have impacted certain protected health information belonging to certain residents.

On or around February 18, 2023, Graceworks became aware of certain unauthorized activity within the computer systems. Upon discovery, Graceworks immediately secured its network and swiftly engaged a third-party team of forensic investigators in order to determine the full nature and scope of the incident. Following a thorough investigation, Graceworks confirmed that a limited amount of protected health information may have been accessed in connection with this incident.

Although the forensic investigation could not rule out the possibility that an unknown actor may have accessed this information, there is no indication whatsoever that any information has been misused at this time. The type of information contained within the affected data may have included names, addresses, social security numbers, dates of birth, medical diagnosis and treatment information, health insurance information, and prescription information. Importantly, the information potentially impacted may vary for each individual, and may include all, or just one, of the above-listed types of information.

Upon learning of the potential access of information, Graceworks immediately undertook a thorough review process to identify what type of information was present within the potentially impacted files, and to whom that information belonged. In addition, Graceworks worked diligently to identify contact information for those potentially impacted individuals in order to provide them with notice of the incident. That process was completed on March 31, 2023. Graceworks has promptly notified potentially affected individuals as quickly as possible via U.S. mail to their most recent address on file. In an abundance of caution, Graceworks is providing potentially impacted individuals with complimentary credit monitoring services.

Additionally, in response to this incident, Graceworks has implemented additional security measures within its network and facilities and is reviewing its current policies and procedures related to data security. Although Graceworks has no evidence of actual or attempted misuse of information as a result of this incident, individuals are nonetheless encouraged to monitor their account statements and explanation of benefits forms for suspicious activity and to detect errors. Potentially impacted individuals may also wish to contact the three major credit agencies to place a fraud alert on their credit report – the credit agencies’ contact information is: Equifax (888-378-4329); TransUnion (833-395-6938); and Experian (888-397-3472).

Graceworks has established a toll-free call center to answer questions about the incident and to address related concerns. The call center is available Monday through Friday from 9 AM - 9 PM Eastern Time and can be reached at 1-833-753-4629. You may also contact us by email at info@graceworks.org or by writing to 6430 Inner Mission Way, Dayton, OH 45459. The privacy and protection of information is a top priority for Graceworks, and we deeply regret any inconvenience or concern this incident may cause.