



Secure Processing Center
25 Route 111, P.O. Box 1048
Smithtown, NY 11787

Postal Endorsement Line

<<Full Name>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<City>>, <<State>> <<Zip>>

<<Country>>

***Postal IMB Barcode

<<Date>>

Dear <<Full Name>>:

Covenant Health, Inc. (“Covenant Health”) and its affiliated entity, <<Variable Data 1>>, are committed to protecting our patients’ information. We are writing to inform you of a data security incident involving some of your information. This letter explains the incident, measures we have taken, and some steps you can take in response.

What Happened? On December 10, 2025, through its ongoing extensive data analysis, Covenant Health and its third-party forensic specialists determined your information may have been involved in a data security incident that occurred earlier this year. Covenant Health was alerted to unusual activity in our Information Technology (“IT”) environment on May 26, 2025, and immediately worked to secure and restore our systems. We engaged industry-leading third-party information technology and forensic specialists to conduct a thorough investigation into the source and extent of the incident, including the amount and type of data that may have been affected. Through that investigation, we learned that an unauthorized party gained access to our IT environment on May 18, 2025, and was able to access some patient information.

What Information Was Involved? The investigation determined that your information may have been obtained by the unauthorized party and may have included your name, address, date of birth, medical record number, health insurance information, and/or treatment information, such as diagnoses, dates of treatment, and type of treatment.

What We Are Doing: Covenant Health takes this event and the security of your information seriously. Upon learning of this event, we moved quickly to investigate and respond to the incident, assess the security of our systems, restore functionality to our environment, and notify potentially affected individuals. We additionally engaged leading third-party forensic security experts to analyze the substantial amount of data impacted. That review is ongoing. Finally, we have enhanced the security of our IT environment to help prevent something like this from happening again.

Notice was also provided to federal law enforcement and appropriate agencies, and we remain committed to fully complying with all state and federal requirements.

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

For More Information: We understand that you may have questions about this incident that are not addressed in this letter. We have established a dedicated call center and encourage you to call 1-855-361-0344, Monday through Friday, between 9:00 a.m. – 9:00 p.m., Eastern Time, should you have additional concerns.

We are committed to the safety of our patients and their personal information and sincerely regret any concern this incident may have caused you.

Sincerely,

Janice Bosteels

Janice Bosteels
System Chief Compliance & Privacy Officer