

Notice to Our Patients

Banner Health is committed to maintaining the privacy and security of our patients' information. Regrettably, this notice is to inform our patients of a cyber attack involving some of that information.

What Happened

On July 13, 2016, we discovered that cyber attackers may have gained unauthorized access to information stored on a limited number of Banner Health computer servers. We immediately launched an investigation, hired a leading forensics firm, took steps to block the cyber attackers, and contacted law enforcement. The investigation revealed that the attack was initiated on June 17, 2016.

What Information Was Involved

The information may have included patients' names, birthdates, addresses, physicians' names, dates of service, clinical information, possibly health insurance information, and social security numbers if one was provided to Banner Health. Patients' medical care will not be affected.

What You Can Do

As a precaution, we have secured the services of Kroll to provide credit and identity monitoring at no cost to the affected patients for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. We also recommend that patients review the explanation of benefits statements that they receive from their health insurer. If they see services that they did not receive, please contact the insurer immediately.

What We Are Doing

In addition to offering these free services and taking steps to block the cyber attack, we are further enhancing the security of our systems to help prevent something like this from happening again. We began mailing letters to affected patients on August 3, 2016. We have established a dedicated call center for patients to call with any questions. If you believe you are affected but do not receive a letter before September 9, 2016, please call 1-855-223-4412 from 7 a.m. to 7 p.m. Pacific Time, seven days a week.