

NOTICE OF DATA PRIVACY EVENT

Healthcare Interactive, Inc. (“HCIactive”) is providing notice of a recent data security event that may affect the security of information related to certain individuals. HCIactive, also known as Healthcare Interactive, is a technology provider focused on the development of a health and incentive management platform designed to connect and manage healthcare service providers and clients. This notice provides information about the event, HCIactive’s response, and steps potentially impacted individuals may take. The confidentiality, privacy, and security of information is one of HCIactive’s highest priorities and HCIactive takes this matter very seriously.

On or about July 22, 2025, HCIactive became aware of suspicious activity related to its computer network. In response, we quickly worked to secure all systems and began an investigation to determine the full nature and scope of the activity. The investigation determined that between July 8, 2025, and July 12, 2025, an unauthorized actor copied certain files from our computer network. Following this determination, we evaluated the impacted files and recently determined that your information was contained within the files that were potentially acquired by the unauthorized actor. Through this review, HCIactive determined that information which may have been involved included data related to certain services it provides to customers. Although the information varied by individual, the information may include:

- Personal information (such as name, address, date of birth, Social Security number, phone number, and email address)
- Health insurance enrollment data (such as health plans/policies, insurance companies, member/group ID numbers)
- Medical data (such as medical record numbers, doctors, diagnoses, prescriptions, lab results, images, care, and treatment)
- Health insurance claims data (such as claim numbers, account numbers, explanation of benefits, and billing codes).

Although HCIactive does not have evidence to indicate that information was subject to actual or attempted misuse, HCIactive is providing certain individuals with complimentary credit monitoring services and notifying state and federal regulators. HCIactive also reviewed existing security policies and implemented additional measures to further protect against similar incidents moving forward.

Individuals who have questions related to this incident can contact 1-833-855-4330 for more information Monday through Friday, 9:00 a.m. to 9:00 p.m., Eastern Time. You can also write to HCIactive at 6011 University Blvd Suite 400, Ellicott City, MD 21043.

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. date of birth;
4. addresses for the prior two to five years;
5. proof of current address, such as a current utility bill or telephone bill;
6. a legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/data-breach-help
1-888-298-0045	1-888-397-3742	1-833-799-5355
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion, P.O. Box 160, Woodlyn, PA 19094