

Notice of Data Security Incident

Marshall Information Services, LLC d/b/a Primary Solutions (“Primary Solutions”) recently learned about a data security incident that may have impacted a limited amount of protected health information (“PHI”). Primary Solutions is a healthcare billing company for various covered entities and is working with any impacted covered entity to notify affected individuals.

What happened?

In August 2022, we identified suspicious activity and discovered that users were unable to access our system. We immediately disconnected the systems, began an investigation, and engaged independent computer forensic experts to assist. The investigation determined that an unauthorized individual gained access to the systems and deployed ransomware in the environment. Unfortunately, the investigation later determined that documents may have been accessed during the incident. We then engaged a vendor to review the potentially impacted data to determine whether any protected health information may have been affected. This review was completed on February 22, 2023, at which point we learned that some protected health information was present in the documents. We then worked to notify any impacted covered entity, cooperated with their investigations, and offered to provide notice to impacted individuals on their behalf.

What information was involved?

The impacted information includes first and last names, and some combination of the following data elements: address, date of birth, Social Security number, health information such as diagnosis, condition, or treatment, medical record number, Medicare or Medicaid number, payment card information for a very limited number of individuals, and individual health insurance policy number.

What are we doing?

We are offering complimentary credit monitoring and identity restoration services through IDX and encourage impacted individuals to enroll in these services. Additionally, in response to this incident, we have ensured that multifactor authentication was implemented for remote access, updated our configurations so that all employees must access systems through a virtual private network (VPN) with multifactor authentication, and implemented an endpoint detection and response (EDR) solution.

What can you do?

Impacted individuals should carefully monitor their bank account and other financial statements, and immediately contact their financial institution if they identify any suspicious activity. Individuals whose information may have been involved in this incident are being offered complimentary identity protection services, including credit monitoring, through IDX. Individuals should contact IDX with any questions and to determine whether their information was impacted.

Individuals can also contact the Federal Trade Commission at 600 Pennsylvania Avenue NW, Washington, D.C. 20580, 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261 or visit www.ftc.gov/idtheft/ for more information on protecting their identity.

Privileged & Confidential
Marshall Information Services, LLC d/b/a Primary Solutions

For more information

For questions or concerns or to determine whether your information was impacted, please call 1-800-939-4170 Monday through Friday from 9 am to 9 pm Eastern Time. We regret any inconvenience or concern that this matter may cause.

Primary Solutions is providing this notice on behalf of covered entities such as Accessible Home Services, Inc., ARC Industries, Inc., Ashland County Board of Developmental Disabilities, Ashtabula County Board of Developmental Disabilities, House of Pieces LLC, Licking County Board of Developmental Disabilities, and Dr. Elizabeth Yeager.