

Monongalia Health System Notifies Individuals of Data Security Incident

Morgantown, WV – March 05, 2025 – Monongalia Health System (“Mon Health”) was the target of a data security incident that resulted in some individuals’ personal information being exposed. In an abundance of caution, Mon Health has taken steps to notify all potentially affected individuals and to provide resources to assist them.

We recently discovered that a small number of employee email users were the subject of a phishing attack and moved quickly to contain the incident and conducted a thorough investigation with the assistance of computer forensic experts. On March 03, 2025, our investigation revealed that some documents accessed may have contained personal information limited to name, physician name, facility name, and/or limited medical information. For a very small number of individuals, Social Security or health insurance policy numbers may also have been accessed. Our Electronic Medical System, which houses our patient medical information was not accessed.

At this time, we are not aware of any evidence that personal information has been misused as a result of this incident.

Notification letters mailed today include information about the incident and steps individuals can take to monitor and protect their personal information. Additionally, we have established a toll-free call center to answer questions about the incident and related concerns. The call center is available Monday through Friday from 08:00 am to 8:00 pm Eastern time, excluding holidays, and can be reached at (833) 998-9762.

The security of all information in our systems is taken very seriously, and we want to assure you that there are already steps in place to prevent a reoccurrence, including implementing increased security measures to meet the continually evolving threat landscape and employee training to recognize external attacks. In addition, out of an abundance of caution, Mon Health is providing identity protection services at no cost to impacted individuals.

We appreciate your patience and understanding, and we sincerely apologize for any inconvenience or concern this incident may cause you.

The following information is provided to help individuals wanting more information on steps they can take to protect themselves:

Credit Reports: You may obtain a copy of your credit report, for free, whether or not you suspect any unauthorized activity on your account, from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at www.consumer.ftc.gov/articles/0155-free-credit-reports) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Fraud Alerts: You have the right to place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf), Experian (www.experian.com/fraud/center.html) or Transunion (www.transunion.com/fraud-victim-resource/place-fraud-alert). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. Initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency by visiting their websites below or by mail. To place the security freeze for yourself, your spouse, or a minor under the age of 16, you will need to provide your name, address for the past two years, date of birth, Social Security number, proof of identity and proof of address as requested by the credit reporting company. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password, which will be needed to lift the freeze, which you can do either temporarily or permanently. It is free to place, lift, or remove a security freeze.

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348-5788
www.equifax.com/personal/credit-report-services/credit-freeze/
1-866-478-0027

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013-9544
<http://www.experian.com/freeze/center.html>
1-888-397-3742

TransUnion Security Freeze
P.O. Box 160
Woodlyn, PA 19094
www.transunion.com/credit-freeze
1-800-916-8800