

Hawthorn Solution

Is Your Patient Information Secure?

Hawthorn Physician Services

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Hackers Are Targeting Your Patients' Personal Health Information

Can you trust your medical billing partner to protect your sensitive data?

If you're not concerned, you should be. Data breaches are a threat to hospitals and hospital-based medical practices. You could be next.

During the third quarter of 2019, industry publications reported ongoing developments concerning the data breach at American Medical Collections Agency (AMCA). In August, Mount Sinai Health System started notifying patients of Mount Sinai Pathology Associates, telling them that their information had been compromised during the months-long breach at AMCA.

The scope of the AMCA data breach is staggering. Hackers operated undiscovered from August 2018 to the end of March 2019, and more than 25 million patients were affected. Mount Sinai Pathology Associates is one of over 20 healthcare entities known to have been targeted. Information stolen from Mount Sinai Pathology Associates included patient names, dates of service, provider names, referring physicians' names and insurance information. Some patients' credit card numbers were also compromised.

Alan Dombrowski, CEO at Hawthorn Physician Services (HPS), says the Mount Sinai news hits close to home. "At Hawthorn we specialize in revenue cycle management for hospital-based practices," Dombrowski says. "Our clients work every day in hospital settings. We know hospitals and their physicians are at risk."

Dombrowski says medical records contain the personal information that hackers are seeking: "These criminals are in it for the money. They can sell the stolen records on the black market for hundreds of dollars each, and stolen medical records tend to have a long shelf life. If your credit

card information is stolen, for example, you can change your credit card number. Your medical record, however, is part of your personal history, so criminals can contact patients with phony medical bills that include descriptions of actual treatment rendered and actual dates of service."

Also, stolen medical records can be used to create false medical claims. Criminals might know from a stolen medical record that the patient qualifies for a wheelchair or a monitoring device. They can submit a false insurance claim to obtain the equipment and then sell it on the black market.

*You need a partner that will
protect your sensitive information*

Data security is often overlooked or underfunded among hospitals and medical practices, and hackers are looking for the easiest targets. You need a revenue cycle management partner that will protect your patients' sensitive information.

Maximum Security is one of the promises of the Hawthorn Advantage. We protect patients and physicians, and we have achieved a record of 100% success in preserving confidentiality. Please consider partnering with Hawthorn, and visit www.hawthorngrp.com to learn more.



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Addressing Complexity with Certainty