

Hopscotch Primary Care (Hopscotch) is reporting a recent incident that may affect the privacy of certain protected health information (PHI) created or received while individuals were patients of Cannon Family Health, which now operates as “Hopscotch Primary Care.” This incident specifically impacts a subset of patients at Hopscotch’s location at 6 Brooklet Street in Asheville and does not impact patients at any other Hopscotch locations. Hopscotch has sent notification letters to individuals who have been affected by this incident.

What Happened? On August 27, 2024, Hopscotch learned of a physically isolated incident involving a limited set of legacy Cannon Family Health physical paper records that were accessed by a bad actor, who had no affiliation with Hopscotch. Upon learning of the matter, Hopscotch immediately began cooperating with the Buncombe County Sheriff’s Office to investigate and remediate the incident.

Thanks to the prompt work of local law enforcement, the bad actor was detained and faces prosecution. Our ability to investigate this matter has been impacted by difficulties presented both by the law enforcement nature of this incident and the devastating effects of Hurricane Helene, but we continue to investigate. We can also assure patients that while some of Cannon Family Health’s legacy paper files were impacted by this incident, Hopscotch maintains a separate comprehensive and secure electronic file system housing current medical records which were not affected.

What Information Was Involved? On September 19, 2024, law enforcement gave Hopscotch access to a portion of the legacy paper records involved so we could begin assessing any potential impact. The investigation to date has determined that some patients’ PHI may have been present in the legacy files that were compromised by the bad actor. In certain circumstances, we believe the PHI was limited to information contained on billing statements that included name, the amount paid, and the fact that the individual was a Cannon Family Health patient. These billing statements did not include clinical information and did not include financial account information such as bank account or credit card numbers. In other instances, we believe PHI included patients’ names, addresses, contact information and clinical information such as diagnoses, treatments, test results or medications. We are continuing to investigate this incident, and we will contact impacted individuals again if we find that any additional PHI may have been compromised.

What We Are Doing. We take this incident and the security of information in our care seriously. Upon learning of this incident, we worked with law enforcement to determine the nature and scope of the compromise. We are continuing to work with law enforcement to understand the scope of the incident and the extent to which information was compromised. We are also working to implement policies and procedures to provide further protection for patient records but, as noted, Hopscotch maintains a separate electronic medical record system for current treatment records and that system was not impacted by this incident.

What Impacted Individuals Can Do: We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements, monitoring free credit reports you are entitled to receive, and immediately reporting any suspicious activity or incidents of suspected identity theft or fraud to your bank or other financial institution(s).

If you have questions regarding this incident, you may contact a dedicated assistance line at (866) 651-8551, Monday - Friday between the hours of 9 a.m. to 6:30 p.m. Eastern Standard Time.