



On January 12, 2026, we received notification from Doctor Alliance, a third-party physician signature platform, that the platform had experienced a security incident which was identified on November 13, 2025. According to the notice from Doctor Alliance, this incident resulted in an unauthorized party gaining access to limited patient data through misuse of the web portal. We were informed that a limited number of NHC HomeCare patients' data was involved in this security incident.

Doctor Alliance has advised us that they immediately took steps to secure their systems, launched an investigation with the assistance of third-party forensic experts, and notified law enforcement. Doctor Alliance's notice to us states that their investigation determined an unauthorized party accessed some of the files using the Doctor Alliance web portal intermittently between October 31, 2025, and November 17, 2025.

Doctor Alliance is unable to provide a list of the specific documents that may have been accessed. However, the files which were potentially accessed may have included a patient's name, date of birth, social security number, Medicare number/Insurance identification number, address, phone number, diagnoses, medications, allergies, and information related to care such as a plan of care, progress toward goals, discharge summary, physician orders, documentation of face-to-face physician visits, and documentation regarding the care provided by our clinicians.

In order to prevent future incidents of this nature, Doctor Alliance has advised that it has taken steps to strengthen its security, including adding additional authorization checks for document requests, hardening the permission enforcement logic, conducting a code review to check for additional areas of improvement, adding additional authentication requirements and monitoring to prevent and detect any anomalous activity, and strengthening the firewall controls, request inspection implementation, and application-level logging.

As a result of this incident, we encourage affected patients to monitor credit reports for any unusual activity. A free credit report may be obtained once per year. [AnnualCreditReport.com](https://AnnualCreditReport.com) was set up by the three major credit bureaus to comply with the Fair and Accurate Credit Transactions (FACT) Act and is the fastest and easiest way to get the free credit report. Additionally, we encourage monitoring of any Medicare/insurance Explanation of Benefits (EOB) and reporting any unusual activity to the Plan.

NHC HomeCare is committed to taking measures to safeguard the privacy of the patients to whom we provide services. We deeply regret this situation and any concern this may cause.

If you have any questions regarding this notice or want to determine if your information was included in this security incident, you may contact us by using the toll-free number 1-888-568-8578. When using the toll-free number, please indicate that you are calling in regard to NHC HomeCare.