St. Peter's Health Partners Medical Associates

Notifies Patients of a Privacy Incident

Albany, N.Y. – October 13, 2020 – St. Peter's Health Partners Medical Associates (SPHPMA), notified 544 individuals that certain payment information contained in bank deposit bags between March 2, 2020, and July 20, 2020, for fourteen practice locations in the greater Albany area, may be missing. In the notification letter, mailed on October 13, 2020, SPHPMA offered those impacted individuals credit protection and identity-theft services for one year, free of charge.

The missing payment information is associated with cash, check or credit card payments made for services between March 2, 2020, and July 20, 2020. The missing information does not include credit card numbers. Prior to discovery of the missing information, payments had been credited to individual patient accounts.

"SPHPMA takes this incident and the protection of our patients' protected health information extremely seriously. We apologize for the inconvenience and deeply regret any concern this situation may have caused," said Kate Barnhart, Privacy Officer for SPHPMA. "SPHPMA is committed to maintaining the privacy of all protected health information and proactively takes precautions to maintain the integrity and security of that information."

During the period of time mentioned above, SPHPMA used a contracted courier service to transport its deposit bags. SPHPMA has implemented enhanced procedures and controls to ensure the safety and security of the bank deposit bag process. SPHPMA has reported this incident to the Office for Civil Rights of the U.S. Department of Health and Human Services and state authorities.

A call center for impacted individuals has been established; impacted individuals with questions or concerns about this incident are welcome to contact a representative at 1-833-704-9389. The call center is strictly confidential and representatives are available Monday through Friday, 9 a.m. to 11 p.m., and Saturday and Sunday, 11 a.m. to 8 p.m. (excluding major U.S. holidays).