

Press Release

Prairie Lakes Healthcare Systems Receives Notice of Third-Party Vendor's Data Security Incident

Sioux Falls, SD – December 16, 2022 – On or about October 18, 2022, Prairie Lakes Healthcare Systems, Inc. (“PLHS”) was notified that its business associate and collections vendor, AAA Collections, Inc. dba Advanced Asset Alliance (“AAA”), experienced a data incident within their environment which may have resulted in the inadvertent exposure of personal and medical information of current and former PLHS patients along with former Glacial Lakes Orthopaedics patients. Although this incident did not occur within PLHS data systems, PLHS has worked diligently with AAA to determine exactly what happened and what information was involved as a result of this incident.

AAA commenced a third-party forensic investigation and determined the incident occurred between September 5, 2022 and September 7, 2022. The potentially compromised data of current and former PLHS and former Glacial Lakes Orthopaedics patients may have contained personal and medical information including, but potentially not limited to: names; addresses; dates of birth; medical record numbers; provider or facility name; conditions, diagnosis and/or treatment information; payment information; and date of service. As of this writing, there have been no reports of related misuse, identity theft or fraud since the date of the incident.

AAA mailed notification letters to affected PLHS current and former patients along with former Glacial Lakes Orthopaedics patients on December 15, 2022. The letters included additional information about what occurred, outlined the specific personal information that could have been exposed for that individual, and provided a toll-free number that individuals can call to learn more about the incident. The call center can be reached at TFN: 1-833-896-5845 and is available Monday through Friday from 9:00 am to 9:00 pm Eastern time.

“The privacy and protection of our current and former patient’s information is a top priority for us,” says Dusty Wilkens, Director of Information Technology, at Prairie Lakes Healthcare System. “We encourage affected individuals to remain vigilant, monitor their accounts, and immediately report any suspicious activity of personal information.”

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