



Report suspected cyber threats, breaches, or theft to HealthPartners

In the unfortunate event your organization experiences a cyber threat such as data breach, unauthorized access, ransomware, or other unknown PHI (Protected Health Information) disclosures, please notify HealthPartners immediately.

HOW TO REPORT A CYBER THREAT EVENT

Contact HealthPartners IT Support Center any time (24/7) at **952-967-7000** to report an incident. If your threat includes your Provider portal account, please change your password immediately.

Information to include when reporting an event:

- Description of the incident (the more detail the quicker we can respond)
- Date and time of the event (including time zone)
- A general description of the type of data (sensitive information such as: account information, protected health information [PHI], Social Security numbers, credit card numbers or other confidential data)

WHY REPORT THESE EVENTS?

Here are some impacts of cyber threat events:

- Exposure of critical PHI, sometimes resulting in numerous victims
- Significant financial loss to your patients (our members), your organization and to HealthPartners through fraudulent claims and diversion of funds
- Can jeopardize the confidentiality, integrity and availability of digital information and systems

We appreciate your partnership in ensuring PHI and systems are safe and secure!