



ARTHUR CENTER
COMMUNITY HEALTH

Last Updated: May 9, 2025

Frequently Asked Questions

How did this happen?

Our hospital fell victim to a ransomware attack.

What types of data were affected?

If you receive a notice letter, the letter will detail what data has been involved. The information involved may include contact information (such as first and last name, address, phone number, and email), date of birth, and one or more of the following: driver's license, medical diagnosis or condition, prescription information, patient account numbers, billing and/or claim information, provider information, and health insurance information.

The information that may have been involved was not the same for every impacted individual.

When will I know if my data was involved in the incident and how will I be notified?

Arthur Center will mail notification letters via U.S. mail to affected individuals' last known address. To the extent that Arthur Center is unable to locate a current address for an affected individual, substitute notice is [available here](#).

What happens if I don't receive a notification letter?

If you do not receive a notification, this could be for different reasons:

- your information was not identified in the ongoing data review; or
- we could not locate a sufficient address of record for you.

I believe I am personally affected. What support are you offering?

A dedicated call center will be available to offer free credit monitoring and identity theft protections. To enroll in credit monitoring services, please call our call center at 1-833-998-9728 and ask to enroll.

For these services to go in effect, individuals must enroll, and the monitoring included in the membership must be activated to be effective.

Please note that credit monitoring services may not be available for individuals who have not established credit or an address in the United States (or its territories), a valid Social Security number, or it was determined that your Social



340 Kelley Parkway
Mexico, MO 65265

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Phone: (866) 401-6661 Toll Free

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Security number was not involved in the incident. Enrolling in this service will not affect your credit score. If you need assistance, Cyberscout will be able to assist you.

What can I do to protect my information?

As a general matter, one should remain vigilant by reviewing your credit reports, financial account statements, and explanation of benefits forms for suspicious activity and to detect errors. Some best security practices to safeguard your information to may include:

- implementation of multifactor authentication on your online accounts;
- avoidance of reuse of the same password or old passwords across accounts;
- use of strong passwords with a at least 8 characters (e.g., combination numbers; capitalized and lowercase letters, and symbols);
- keep your devices and software up to date with the latest security patches; and
- stay alert and keep an eye out for email phishing tactics and stay vigilant against suspicious communications.

How do I get a copy of my credit report?

To order your free annual credit report, visit www.annualcreditreport.com, call toll-free at 877-322-8228, complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three credit bureaus provide free annual credit reports only through their website, toll-free number or request form.

How do I place a fraud alert?

A fraud alert helps protect against the possibility of an identity thief opening new credit accounts in your name. You can place a fraud alert on your credit report by calling any one of the three credit reporting agencies' toll-free fraud numbers. The contact information for the credit reporting agencies can be found at:

TransUnion 1-833-806-1627 www.transunion.com TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000 TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian 1-888-397-3742 www.experian.com Experian Fraud Alert P.O. Box 9554 Allen, TX 75013 Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax 1-888-378-4329 www.equifax.com Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069 Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788
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Did you notify law enforcement?



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Yes, and we also notified the Department of Health and Human Services.

The contents of this page is subject to change, as the data review process remains ongoing. Arthur Center reserves the right to update this page as needed.



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