

Member Notice

On June 14, 2023, Lamont Hanley & Associates, Inc., (LHA) a vendor that specializes in accounts receivable and management solutions, was affected by a Microsoft account email phishing event. LHA contacts providers and members to recover claims overpayments on behalf of Elevance Health for our Commercial, Medicaid and Medicare businesses. LHA was affected due to an interaction with a phishing email, which resulted in an unauthorized bad actor to obtain access to certain files that contained personal information.

Upon detecting the incident, LHA commenced an immediate and thorough investigation, contained, and secured the email environment, and changed the password to the compromised account.

Most impacted individuals have received direct notice of this event, but we were unable to contact a limited number of individuals and are providing this substitute notice.

For individuals affected by this incident, the categories of impacted personal information may include Member first/last name, address, state, zip code, date of birth, phone number, identification number, claim charges, date of service, HCPCS/CPT code, prescription name/authorization, diagnosis, product/plan.

To learn more please visit, <https://lhainc.com/wp-content/uploads/2024/04/Lamont-Hanley-Website-Notice33357811.2.pdf>

If you have additional questions, please call Experian's customer care team, toll-free call center at 1-833-792-8144, Monday through Friday between 8:00 a.m. and 8:00 p.m. Eastern Time, excluding holidays.