

Notice of a Privacy Incident

American Medical Response, Inc. ("AMR") became aware of a privacy incident involving certain personal information related to ambulance transports in Longmont, CO by AMR or one of its subsidiaries.

We recently learned a former employee utilized documentation associated with patient transports for training purposes and stored the documentation in off-site storage. The storage site was subsequently compromised during a weather storm and later located in a rural area.

What Information Was Involved

The information contained in the affected documentation varies by individual but may have included any or all of the following: first name, last name, date of birth, address, Social Security number, diagnostic information, and/or treatment information (such as diagnosis, treatment facility and date of ambulance transport). To the best of our knowledge, the information did not include phone numbers or financial information.

What We Are Doing

We took steps to address this incident promptly after it was discovered, including initiating an internal investigation into this incident to include collecting all of the records located. Additionally, we provided additional awareness training to our staff. Credit monitoring is being offered to individuals who may have had their social security number or insurance identifiers impacted.

What You Can Do

While we have no indication that any information has been used inappropriately, as a precaution, we are providing this notice to make potentially affected individuals aware of the incident and provide information on steps they can take to help protect themselves. Carefully check credit reports for accounts you did not open or for inquiries from creditors you did not initiate. If you see anything you do not understand, call the credit agency immediately. If you find any suspicious activity on credit reports, call your local police or sheriff's office, and file a police report for identity theft and get a copy of it. You may need to give copies of the police report to creditors to clear up your records. Individuals can also review explanation of benefits statements that you receive from health insurers or health plans. If you identify services listed on the explanation of benefits that were not received, please immediately contact your insurer or health plan.

For More Information

Beginning December 18, 2020, AMR started sending written notices to all potentially impacted individuals for whom we have contact information. If you did not receive a notice but have been transported by AMR in Longmont, CO and/or believe you may have been impacted, you can request additional information by calling 877-631-5722.

To review the tips provided by the Federal Trade Commission (FTC) on fraud alerts, security/credit freezes and steps to take to avoid identity theft, please visit www.ftc.gov/idtheft, call 1.877.438.4338  or send a letter to the FTC at:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580