Heart to Heart Hospice Notifies Patients of Data Security Incident

Plano, TX – March 18, 2025 – Heart to Heart Hospice Holdings, LLC ("Heart to Heart") is notifying individuals whose information was involved in a cybersecurity incident.

Heart to Heart recently discovered a cybersecurity incident that impacted its IT systems. Immediately upon identifying the incident, Heart to Heart engaged third-party cybersecurity experts to assess, contain, and remediate the incident.

An investigation into the scope of the incident was launched to determine what, if any, information was accessed and acquired by the unauthorized party. Heart to Heart has determined that name, address, Social Security number, health insurance information and medical treatment information were exposed for a subset of Heart to Heart patients. Heart to Heart is sending notifications to patients, or in most instances, families of deceased patients, whose information was affected.

While the investigation has not identified any instances of fraud or identity theft that have occurred as a result of this incident, Heart to Heart recommends that individuals review any statements they receive from their health care providers or health insurers to ensure their accuracy.

Heart to Heart takes its responsibility to safeguard personal information seriously and regrets any concern this incident may have caused. As part of Heart to Heart's ongoing commitment to the security of information, the organization has reviewed and enhanced its data security practices in order to help reduce the likelihood of a similar event in the future.

Individuals with questions may contact 1-833-998-5744 from 8:00 am to 8:00 pm (EST), Monday through Friday, excluding holidays.

Heart to Heart sincerely regrets any inconvenience or concern that this matter may cause and remains dedicated to ensuring the privacy and security of all information in its control.

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