

TexMed Home Health - Notice of Privacy Incident

TexMed Home Health (“TexMed”) is announcing a recent data security event experienced by Doctor Alliance, a third-party vendor to TexMed and many other healthcare providers, which may have affected the confidentiality of certain information related to certain current or former TexMed patients. Information about the event and investigation is available on the Doctor Alliance website: <https://live.doctoralliance.com/Home/DataIncident>.

Doctor Alliance is a document management platform that facilitates physicians’ signatures on physician orders and notes. Although there is no indication of identity theft or fraud related to this event, TexMed providing information about the Doctor Alliance event, TexMed’s response, and resources available to individuals to help protect their information from possible misuse, should they feel it is appropriate to do so.

On January 16, 2026, TexMed was notified by Doctor Alliance of a potential data security incident that impacted its customers, including TexMed. Doctor Alliance’s investigation determined that between October 31, 2025 and November 17, 2025, an unauthorized actor accessed Doctor Alliance’s systems and may have accessed certain patient information. Doctor Alliance notified home health and hospice providers, including TexMed, that their information may have been subject to unauthorized access by the party that compromised Doctor Alliance’s platform. Therefore, TexMed is providing this notice in an abundance of caution.

The information that may have been stored in the Doctor Alliance platform and potentially accessed by this unauthorized party may include an individual’s name, Social Security number, address, phone number, date of birth, diagnosis information, medical information, prescription information, Medicare Beneficiary Identifier, and physician name.

TexMed takes the protection of information seriously. As part of its ongoing commitment to information security, TexMed is reviewing existing policies and procedures with its third-party vendors to minimize the risk of a similar event in the future. As an added precaution, TexMed is offering complimentary credit monitoring and identity restoration services to potentially impacted individuals.

This notice is being provided by TexMed in its capacity as a covered entity and in accordance with substitute notice requirements of the Health Insurance Portability and Accountability Act (“HIPAA”), as amended by the Health Information Technology for Economic and Clinical Health (“HITECH”) Act. TexMed has notified impacted individuals and relevant regulatory bodies, including the U.S. Department of Health and Human Services (“HHS”).

If you believe you are potentially impacted by this incident or have additional questions, you may call TexMed’s designated assistance line at 1-800-405-6108, toll-free Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time. You may also write to TexMed at TexMed Home Health, 1711 E. Central Texas Expressway, Suite #309, Killeen, TX, 76541.

STEPS YOU CAN TAKE TO HELP PROTECT PERSONAL INFORMATION

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/data-breach-help
1-888-298-0045	1-888-397-3742	1-833-799-5355

Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion, P.O. Box 160, Woodlyn, PA 19094

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state attorney general. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state attorney general. This notice has not been delayed by law enforcement.