

WEBSITE NOTICE – LIFESPRING HOME CARE

Notice of Data Security Incident Involving Doctor Alliance

LifeSpring Home Care (“LifeSpring”) is providing notice regarding a recent data security incident experienced by Doctor Alliance, a third-party healthcare technology vendor utilized by LifeSpring and numerous healthcare organizations nationwide.

Doctor Alliance provides a secure web-based portal used by healthcare providers and physicians to exchange and sign clinical documentation related to patient care. LifeSpring utilized the Doctor Alliance platform for physician communication and document processing associated with home health services.

What Happened

On or about January 2026, LifeSpring was notified by Doctor Alliance of a security incident involving unauthorized access to certain information maintained within Doctor Alliance’s environment.

According to information provided by Doctor Alliance, an unauthorized third party obtained access to portions of Doctor Alliance’s web portal between approximately October 31, 2025 and November 17, 2025. Doctor Alliance reported that the unauthorized party used compromised credentials and automated requests to access certain records and documents available through its platform.

Based on the information provided to LifeSpring by Doctor Alliance, the incident was isolated to Doctor Alliance’s systems and infrastructure. LifeSpring’s internal network, systems, and electronic medical record environment were not compromised as part of this incident.

Doctor Alliance reported that it immediately initiated an investigation with the assistance of third-party cybersecurity professionals, implemented additional security measures, and notified law enforcement.

What Information Was Involved

The information involved varied by individual and may have included patient names, demographic information, dates of birth, clinical information, diagnosis information, physician information, insurance-related information, and other information related to patient care documentation.

At this time, LifeSpring has no evidence that any patient information has been misused as a result of this incident.

What We Are Doing

Upon learning of the incident, LifeSpring:

Coordinated with Doctor Alliance regarding the scope and nature of the incident;

Conducted an internal review of affected records and patient populations;

Initiated patient notification procedures;

Reported the incident to the U.S. Department of Health and Human Services Office for Civil Rights, as required by HIPAA;

Evaluated additional vendor oversight and security review procedures related to third-party providers.

Doctor Alliance has informed LifeSpring that it has implemented additional security safeguards and monitoring capabilities intended to strengthen the security of its platform.

What You Can Do

As a precaution, patients are encouraged to review explanation of benefits statements, insurance communications, and account statements for unfamiliar activity. Individuals may also obtain free credit reports through the national credit reporting agencies.

If you identify suspicious activity or believe your information may have been misused, you should contact the appropriate financial institution, insurance provider, or law enforcement agency.

For More Information

Protecting patient information remains a top priority for LifeSpring. We regret any concern or inconvenience this incident may cause.

Individuals seeking additional information may contact:

LifeSpring Home Care

844.329.4545

8:00am – 5:00am Central