



February 26, 2024

Important Update on Cyber Security Measures and Support

Dear Provider,

As part of our ongoing commitment to maintaining the highest standards of security and support for our partners, we at KHS want to address the recent surge in cyber-attacks targeting healthcare organizations, as reported in the news.

We understand the concerns that such incidents may raise, especially in our closely-knit medical community. In light of recent events involving local organizations and a prominent clearing house, we want to assure you that KHS remains steadfast in our vigilance against cyber threats. Our proactive measures, including the suspension of data exchanges and the isolation of incoming emails from organizations that have been attacked, reflect our dedication to safeguarding our network and, by extension, our partners.

These incidents underscore the importance of robust cyber security practices. Please be assured that KHS's commitment to protecting our data and systems with advanced security strategies and capabilities is unwavering. Our investment in these areas continues to be a top priority to ensure the safety and integrity of our operations and the services we provide to you.

We understand that navigating the complexities of cyber security can be challenging. To support you through these times, KHS is here to assist. Should you have any concerns, we encourage you to reach out to your Provider Relations Representative at 1-800-391-2000. Our team is ready to offer the support and guidance you need to navigate these issues effectively.

Thank you for your continued partnership and trust in KHS. Together, we can overcome the challenges posed by cyber threats and ensure the security and well-being of our patients and communities.

KHS posts all bulletins on the KHS website, www.kernfamilyhealthcare.com, choose Provider, then Bulletins.

Sincerely,

Richard Pruitt
Chief Information Officer