

Notice of Data Security Incident

Community Health Action of Staten Island (“CHASI”) is committed to protecting the privacy and security of the information in our care.

CHASI is investigating an incident that involved unauthorized access to our computer network. CHASI first identified the incident on January 5, 2026, when it detected unusual activity on our computer systems. We immediately took steps to protect and secure our systems. We also launched an investigation with assistance from cybersecurity experts.

Through our investigation, CHASI determined that unauthorized parties had gained access to our computer network between October 31, 2025 and January 5, 2026 and may have acquired certain files from our computer systems.

Our ongoing review of the files determined that they may contain information pertaining to certain clients. The information potentially involved includes names, addresses, and medical treatment information.

Beginning on March 6, 2026, CHASI is notifying individuals whose information may have been involved in the incident. CHASI has also established a dedicated, toll-free call center to answer questions individuals may have about the incident. Individuals with questions can call (844) 443-1607, Monday through Friday, between 9:00 a.m. and 6:30 p.m., Eastern Time, excluding major U.S. holidays.

We recommend that clients whose information may have been involved review the statements they receive from their healthcare providers and health insurance plan. If they see any services that were not received, please contact the provider or health plan immediately.

To help prevent a similar incident from occurring in the future, we have implemented enhanced monitoring and alerting software.