TO: Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202
ATTN: Security Breach Notification

To whom it may concern:

Waystar is a SaaS business that services Healthcare Providers and Organizations in all 50 states. The Waystar platform "PatientWallet" allows patients to view their healthcare bill in order to make payments to their healthcare provider. Waystar utilizes a third-party vendor, RevSpring, to print these statements for mailing and then to repost those mailed statements to the platform allowing for electronic viewing by the patients encrypted via an ID and password.

On or about October 26th, 2023, Waystar experienced an event within its electronic billing system in which some patients were able to view other patients' electronic statements. The electronic viewing system was shut down immediately on October 26th, to mitigate further viewing. Over the course of several weeks, Waystar (working with vendor RevSpring) determined the root cause was a coding error within the RevSpring function that matched a portion of statements to incorrect patients. RevSpring has since implemented internal procedures to further validate correct matching and Waystar is determining what mechanisms can be implemented to further validate the correct details.

Upon discovery, Waystar worked diligently to identify all affected patients. On Nov. 29th, 2023, the full list of individuals was identified for mailing to all impacted patients. Waystar worked with NortonLifeLock for sending notification to patients. Notifications were mailed to patients on December 20th, 2023 (copy attached). The Maryland code requires notification within 45 days of the event, but allows delays for determining the scope and identity of individuals. To obtain all necessary details and scope, the notification was delayed by only 10 days.

Submission to HHS was provided by RevSpring on December 21, 2023. The total impact of the event involved 1706 patients (excluding duplicate disclosures), across several Waystar customers. The complete impact to **Maryland** residents is: **three (3) individuals**. Since this involved a financial statement, the extent of information impacted by the event include only Name, Address, Healthcare Provider account number, and a summary description of the health visit being charged.

You may reach us for any inquiries at the contact info provided below.

Very Respectfully,

Waystar Privacy Team
privacy@waystar.com

WAYSTAR, INC.
888 W. Market Street
Louisville, KY 40202
ATTN: Privacy and Legal Dept.

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