

Notice to Patients

Lumexa Imaging provides administrative services to affiliated radiology practices and imaging centers, and contracted with a vendor to provide non-clinical support. The vendor received some patient information during the course of providing those services.

On April 9, 2026, the vendor notified us that it was investigating suspicious activity within a portion of its network dedicated to our affiliated radiology practices and imaging centers. We immediately disconnected our systems from the vendor's network. On April 15, 2026, we learned that an unauthorized person may have viewed or obtained copies of documents containing our affiliated radiology practices and imaging centers' patient information from a portion of the vendor's system. Documents were taken between March 31, 2026 and April 9, 2026.

The information that may have been involved varied by document and by individual. It may have included some patients' name; identifiers such as date of birth, address, phone number, and/or patient account number; insurance information; and clinical information including visit dates, diagnoses, or other health information related to radiology services. For a limited number of patients, the information may have included a Social Security number.

Lumexa Imaging takes this incident very seriously. Before reconnecting its systems to the vendor's network, and to help prevent a similar incident from occurring in the future, the vendor provided assurances to Lumexa Imaging that it took steps to contain and remediate the issue, including that it reset passwords, scrubbed and validated affected systems, and deployed enhanced cybersecurity monitoring and detection tools.

While we do not have evidence that the information was or will be misused, it is always a good idea to review statements received from healthcare providers and health insurers. If you see charges for services you do not recognize, please contact the issuing entity immediately. For individuals whose Social Security numbers were impacted, Lumexa Imaging will be providing complimentary credit monitoring services.

Lumexa Imaging anticipates that it will be notifying additional individuals whose information may have been involved. In the meantime, patients with questions about this incident should call (844) 959-7072 Monday through Friday, 8:00-5:30 PM Central Time, excluding holidays.

FAQs

What is Lumexa Imaging, and why does Lumexa have my information?

We understand that you may not be familiar with Lumexa Imaging. Many patients recognize the name of the imaging center, hospital, or radiology practice where they received care, but may not recognize Lumexa. Lumexa Imaging provides administrative and business support services, including billing, for certain affiliated radiology practices and imaging centers. If you received a notification letter from Lumexa, it is likely because you received services from one of those affiliated providers and your information was associated with that care.

I received a letter from Lumexa Imaging saying I was impacted by this third-party incident. Is this a scam?

Lumexa Imaging notified impacted patients by mailing letters informing them about the incident. If you received a letter, it is likely because you or your loved one's information was identified in documents that were obtained from the vendor's system. If you have specific questions or would like more information, please call our dedicated help line at (844) 959-7072 Monday through Friday, 8:00-5:30 PM Central Time, excluding holidays.

Does this mean someone improperly accessed my information?

Based on our review, your information was found in files that were accessed from the vendor's system, which is why Lumexa is notifying you. We want to make sure you have the information you need and are aware of the steps being taken. At this time, we have no evidence that your information has been misused as a result of this incident.