

FOR IMMEDIATE RELEASE

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Monroe Health Center Provides Notice of Data Security Incident Involving Aesto Health

UNION, WEST VIRGINIA — Monroe Health Center (“MHC”) is providing notice of a data security incident involving Aesto, LLC, doing business as Aesto Health (“Aesto”), a vendor that provides healthcare data migration and archiving services to MHC and other healthcare organizations.

On or about December 18, 2025, Aesto identified unauthorized activity affecting a limited portion of its Amazon Web Services infrastructure. Aesto reported that it immediately contained the incident, began an investigation, and engaged cybersecurity experts to determine whether personal or protected health information was involved.

Following an extensive forensic investigation and manual review of potentially affected files, Aesto determined on May 26, 2026, that certain information stored within its network may have potentially been accessed or acquired by an unauthorized person between approximately December 2, 2025, and December 18, 2025.

Aesto subsequently notified MHC that information associated with certain MHC patients was included in the potentially affected files.

The information involved varied by individual and may have included:

- Full name;
- Date of birth;
- Medical information;
- Health insurance information;
- Driver’s license number;
- Financial account number;
- Individual taxpayer identification number;
- Other government identification number; and

- Social Security number.

Not every category of information was involved for every affected individual. Aesto reported that Social Security numbers were potentially involved for only a limited number of individuals.

At this time, Aesto has reported that it has no evidence of identity theft or financial fraud related to this incident. Nevertheless, MHC encourages potentially affected individuals to remain vigilant by reviewing financial account statements, credit reports, health insurance statements, and explanations of benefits for activity they do not recognize. Individuals may also consider placing a fraud alert or security freeze on their credit files.

Aesto has reported that it contained the unauthorized activity, engaged cybersecurity professionals to investigate the incident, and continues to evaluate and enhance its information-security practices. MHC has reviewed the information provided by Aesto, is coordinating with Aesto concerning required notifications, and continues to evaluate whether additional safeguards or vendor-management measures are appropriate.

Individuals with questions regarding this incident may contact Aesto's dedicated, confidential toll-free response line at **833-918-8060**. The response line is available Monday through Friday from **8:00 a.m. to 8:00 p.m. Central Time**, excluding major United States holidays.

Callers should be prepared to provide the following engagement number:

B167683

Monroe Health Center takes the privacy and security of patient information seriously and regrets any concern or inconvenience this incident may cause.