

Notice of Email Phishing Incident

Crestwyn Behavioral Health Hospital, Inc. (“Crestwyn”) is committed to protecting the security and privacy of the information we maintain. This notice provides information about a data security incident we experienced, measures that we took, and some steps patients can take in response.

We recently identified and addressed an incident that involved unauthorized access to one employee’s email account. Upon learning of this incident on January 11, 2024, we immediately took steps to secure the email account and launch an investigation with the assistance of a third-party forensic investigation firm. The investigation confirmed that this incident was limited to just one employee’s email account, and did **not** involve our electronic health records systems. Importantly, this incident did **not** disrupt our services or operations.

Through our investigation, we determined that an unauthorized party accessed the Crestwyn employee’s email account between the dates of January 11, 2024 and January 15, 2024. While in the email account, the unauthorized party accessed certain emails. To determine the contents of those files, Crestwyn undertook a review of each accessed email. Through this review, which was completed on June 25, 2024, Crestwyn identified emails that contain information about certain patients. The information involved varied by patient but includes names in combination with one or more of the following: addresses, patient and medical record numbers, provider names, treatment and health insurance information, and/or status as a Crestwyn patient. For one patient, the information also contained their Social Security number.

Between May 31, 2024 and July 16, 2024, Crestwyn mailed letters to patients whose information was involved in the incident. In addition, we established a dedicated, toll-free call center to answer questions that patients may have. If you believe your information was involved and have any questions about this incident, please call 888-498-2005, Monday through Friday, from 8:00 am to 8:00 pm, Central Time (excluding major U.S. holidays).

For patients whose information was involved in the incident, we recommend you review the statements you receive from your healthcare providers and health insurance plans. If you see any services that were not received, please contact the provider or health plan immediately.

We take this incident very seriously and sincerely regret any concern this may cause. To help prevent something like this from happening again, we have implemented additional safeguards and technical security measures to further protect and monitor our systems.