

FOR IMMEDIATE RELEASE

November 6, 2020

Notification of Data Security Incident

People Incorporated Mental Health Services (“People Incorporated”) is committed to maintaining the privacy and security of information. People Incorporated recently notified individuals of a data security incident involving access to certain employee email accounts by an unauthorized third-party.

Upon learning of this issue, People Incorporated promptly disabled access to the impacted email accounts and required mandatory password resets to prevent further access by unauthorized parties. People Incorporated immediately commenced a prompt and thorough investigation, working closely with external cybersecurity professionals. After an extensive forensic investigation and comprehensive manual document review, we discovered on September 8, 2020 that one or more of the email accounts accessed between April 28, 2020 and May 4, 2020 contained identifiable personal and/or protected health information. People Incorporated has no evidence to suggest that any data is misused or otherwise in the possession of someone it should not be. However, out of an abundance of caution, we are issuing notices to anyone whose information may have been contained in the accessed accounts.

The accessed email accounts contained the personal and protected health information of certain patients, including their names, dates of birth, addresses, treatment information, insurance information, and medical record number. A limited number of individuals’ Social Security numbers, financial account information, health insurance information, and driver's license or state identification numbers were also contained in the impacted email accounts. This incident does not affect all patients of People Incorporated and not all of these identifiers were included for each notified individual.

People Incorporated is sending notification letters to each affected individual for whom it has enough information to determine a physical address. Notified individuals should monitor insurance statements for any transactions related to care or services that have not actually been received. For the limited number of individuals whose Social Security numbers were impacted, complimentary credit monitoring was offered.

Since the date of this incident, People Incorporated has taken steps to improve internal procedures to identify and remediate future threats in order to minimize the risk of a similar incident in the future, including implementing additional technical safeguards and providing additional training and education to People Incorporated employees on identification and handling of malicious emails.

For further questions or additional information regarding this incident, or to determine if you may be impacted, People Incorporated has set up a dedicated toll-free response line for patients to ask questions. The response line can be contacted at 1-844-480-0279 and is available Monday through Friday, 8:00 a.m. to 5:30 p.m. Central Time.