

## A Notice to Clients

Beech Acres Parenting Center (“Beech Acres”) is committed to protecting the confidentiality and security of our clients’ information. Regrettably, this notice concerns a security incident that may have involved some of that information.

We identified suspicious activity within a limited number of employee email accounts. We immediately took steps to secure the email accounts, and a computer forensic firm was engaged to assist with the investigation. On March 22, 2021, the investigation determined that an unauthorized person gained access to the employee email accounts for a limited period of time between December 29, 2020 and March 18, 2021. The investigation was unable to determine whether the unauthorized person viewed any emails or attachments in the email accounts. Out of an abundance of caution, we reviewed all of the emails and attachments contained in the accounts to identify personal information that may have been accessible to the unauthorized person. This process, which recently concluded, has been time and labor intensive, but we wanted to be certain about what information was involved and to whom it pertained.

As a result of that review, we identified emails and/or attachments in the email accounts that contained client information, which may have included some clients’ names, dates of birth, client account numbers, and and/or clinical information, such as diagnosis, provider name, and treatment program or service. In some instances, clients’ health insurance information and/or Social Security numbers were also identified in the accounts.

This incident did not affect all Beech Acres’ clients; but only those clients whose information was contained in the affected email accounts.

We have no indication that individuals’ information was actually viewed by the unauthorized individual, or that it has been misused. However, as a precaution, we mailed notification letters to those whose information was identified in the emails/attachments. For those clients whose Social Security number was identified, we are offering complimentary credit monitoring and identity theft protection services. We also recommended that affected clients review any statements they receive from their health insurers and healthcare providers. If clients see services they did not receive, they should contact the insurer or provider immediately.

We regret any concern or inconvenience this incident may cause and remain committed to protecting the confidentiality and security of client information. To help prevent something like this from happening again, we are reinforcing education with our staff on how to identify and avoid suspicious emails and are creating additional security enhancements to our email environment. We are also implementing new and revising current policies and procedures.

For additional information, you can contact the dedicated call center at 1-855-912-1525, Monday through Friday, from 9:00 a.m. to 6:30 p.m. Eastern Time (excluding some U.S. holidays) with any questions you may have.