

Notice of Email Phishing Incident

Mount Carmel Behavioral Healthcare LLC (“MCBH”) is committed to protecting the security and privacy of the information we maintain. This notice provides information about an email phishing 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 June 12, 2024, we immediately took steps to secure the email account and launched 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.

Our investigation further determined that an unauthorized party accessed the employee’s email account between the dates of June 11, 2024, and June 12, 2024. While in the employee email account, the unauthorized party accessed certain emails and attachments. Through our ongoing analysis, we determined that some of those emails and attachments contain patient information, including names in combination with one or more of the following: dates of birth, addresses, medical record numbers, patient account numbers, health insurance information, diagnoses and/or treatment information. For a small number of patients, this information also included their Social Security numbers.

Between August 9, 2024 and August 30, 2024 we mailed notification letters via United States Postal Service First-Class mail to patients whose information was involved in the incident. Individuals whose Social Security numbers were involved are being offered complimentary credit monitoring and identity protection services. We also established a dedicated, toll-free incident response line to answer questions that individuals may have. If an individual believes their information was involved and have any questions about this incident, 833-251-9655, Monday through Friday, between 9:00 a.m. – 9:00 p.m., Eastern Time, except for major U.S. holidays.

For patients whose information was involved in the incident, MCBH recommends that they review the statements they receive from their healthcare providers and health insurance plans. If they see any services that were not received, they should 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.