

Notice To our Patients About an Email Incident

Healthback Holdings, LLC (“Healthback”) is committed to protecting the confidentiality and security of our patients’ information. This notice is to inform our patients of a recent email phishing incident that may have involved some of that information.

On June 1, 2022, Healthback became aware of unauthorized access within our employee email environment. With the assistance of a cybersecurity firm, we determined that an unauthorized person gained access to a limited number of employee email accounts between October 5, 2021 and May 15, 2022. Because the investigation was unable to determine which emails, if any, were viewed by the unauthorized person, we conducted a comprehensive review of all emails and attachments in the email accounts. We determined that patient information, including names, health insurance information, Social Security numbers, and clinical information, was contained within these email accounts.

On July 29, 2022, Healthback mailed letters to affected patients and opened a dedicated, toll-free call center to answer questions about the incident. We are recommending patients review their healthcare statements for accuracy and report any services not received to their provider or insurer. We are also offering complimentary credit monitoring and identity theft protection services to those who are eligible. If you believe you are affected by this incident, and do not receive a letter by August 29, 2022, please call 1-844-548-0230, Monday through Friday, between 7:00 a.m. and 7:00 p.m. Central Time.

Healthback takes patient privacy and confidentiality very seriously. To help prevent something like this from happening again, we strengthened our email security protocols and provided additional training to our employees on how to detect and avoid phishing emails.