

Notice of Data Security Incident

Cadia Healthcare is committed to protecting the privacy and security of the information in our care. Regrettably, we recently had a cybersecurity incident that involved some of that information. This notice explains the incident and the measures we have taken in response.

We experienced a ransomware incident on March 27, 2023, that affected our internal computer systems. We took immediate action to secure our systems and launched an investigation with help from cybersecurity experts. The investigation determined that an unauthorized person accessed our network between March 20, 2023 and March 27, 2023, corrupted certain systems, and removed a subset of files.

The information contained in the files varied by individual, but may have patient names, Social Security numbers, dates of birth, and clinical information regarding their care at Cadia Healthcare. The files also contained information maintained for employment purposes, including names, Social Security numbers, direct deposit information, and health plan enrollment information.

We are mailing letters to all affected individuals and offering complimentary credit monitoring and identity theft protection services. If you believe you are affected by this incident and do not receive a letter by June 25, 2023, please call our dedicated assistance line at (866) 547-0496, 9:00 am – 6:30 pm, Eastern Time, Monday through Friday, excluding major U.S. holidays.

We take the privacy and security of the information in our care very seriously and sincerely regret any inconvenience this incident may cause. To help prevent something like this from happening again, we strengthened the security of our systems and will continue enhancing our protocols to safeguard the information in our care.