

Notice to our Patients About an Email Incident

Legacy Community Health Services (“Legacy”) is committed to protecting the confidentiality of our patients’ information. Regrettably, we recently addressed an email security incident that may have involved some of that information.

On September 22, 2020, as part of a comprehensive review of our email environment, we identified an unauthorized login to an employee’s email account on July 24, 2020. As soon as we learned of this access, we worked with a cyber security firm to determine the scope of the incident. Our investigation found that, due to a password reset, the unauthorized access was limited to that same day.

We have no evidence that anyone’s personal information was actually viewed by the unauthorized person. However, in an abundance of caution, we reviewed all of the emails and attachments that may have been accessible within the account. We found that this information included some patient names and very limited clinical information related to care through Legacy. In one instance, the email account also included a patient’s driver’s license number; however, Social Security numbers, financial account information, and payment information were **not** included. Again, we have no reason to believe that the unauthorized person viewed or misused any patient information.

We began mailing letters to affected patients on November 20, 2020 and established a dedicated and confidential call center for patients to call with questions. If you believe you are affected by this incident, please call 1 (800) 492-2729, Monday through Friday, 8:00 a.m. to 5:00 p.m., Central Time. We also recommend that our patients regularly review the statements they receive from their healthcare providers. If they see services they did not receive, patients should contact the provider immediately.

We take the privacy and confidentiality of our patients’ information very seriously, and deeply regret any inconvenience or concern this incident may cause our patients. To help prevent something like this from happening again, we have implemented additional security controls and reinforced the importance of email security to our employees.