



April 4, 2025

NOTICE OF DATA BREACH

We are writing to notify you about a data security incident associated with PAR Rehab Services. For many individuals the sole identifying information compromised was their name. However for select other individuals, also potentially exposed was the time of the appointment, insurance plan information, and other personal identifying information and/or protected health information.

What happened:

On January 14, 2025, PAR Rehab Services discovered through its cybersecurity vendor that one employee's email had been accessed by an unauthorized party. The breach has been identified and is no longer active. PAR Rehab Services retained the services of an expert data mining firm to determine exactly what information was potentially exposed. Experts retained by PAR Rehab Services have identified that the bad actor, in a failed attempt to obtain a payment from PAR Rehab Services as an act of fraud, gained access to a single employee email history, accessing approximately 485 emails. Of these emails we have identified approximately 4600 patients that may have had information exposed. This is within the context of over 70,000 patients that PAR Rehab Services has treated in its 34-year history.

What information was involved:

In this incident, the only system compromised was a single employee email. At no point was access gained to medical records stored. In this data breach, for many individuals the sole identifying information compromised was their name. However, for others individual personal identifying information/protected health information may have been exposed. This information specifically includes but is not limited to full names, driver's licenses, address, insurance information, dates of appointments, a psychological or neuropsychological evaluation, medical diagnosis and dates of treatment.

What are we doing:

In light of this incident, PAR Rehab has made the following changes to its policies to protect from any future security breach:

1. No communication or transmission of any names or personal information. Patients are referred to only by an assigned ID number.
2. Reviewing increased firewall protection.
3. Staff training.
4. Zero tolerance with staff on communicating personal information via email.
5. Movement towards exclusive use of a secured portal for all patient communication and information.

What individuals can do:

For more information you can contact Robert Fabiano at PAR Rehab at (517) 299-5090.

To protect yourself from the possibility of identity theft, we recommend that you immediately place a fraud alert on your credit files. A fraud alert conveys a special message to anyone requesting your credit report that you suspect you were a victim of fraud. When you or someone else attempts to open a credit account in your name, the lender should take measures to verify that you have authorized the request. A fraud alert should not stop you from using your existing credit cards or other accounts, but it may slow down your ability to get new credit. An initial fraud alert is valid for ninety (90) days. To place a fraud alert on your credit reports, contact one of the three major credit reporting agencies at the appropriate number listed below or via their website. One agency will notify the other two on your behalf. You will then receive letters from the agencies with instructions on how to obtain a free copy of your credit report from each.

- Equifax (888)766-0008 or www.fraudalert.equifax.com
- Experian (888) 397-3742 or www.experian.com
- TransUnion (800) 680-7289 or www.transunion.com

Even if you do not find signs of fraud on your credit reports, we recommend that you remain vigilant in reviewing your credit reports from the three major credit reporting agencies. You may obtain a free copy of your credit report once every 12 months by visiting www.annualcreditreport.com, calling toll-free 877-322-8228 or by completing an Annual Credit Request Form at:

www.ftc.gov/bcp/menus/consumer/credit/rights.shtm and mailing to:

Annual Credit Report Request Service

P.O. Box 1025281

Atlanta, GA 30348-5283

You can also contact the Michigan Consumer Protection Division:

525 W. Ottawa St.

Lansing, MI 48906

Phone: 877-765-8388

We apologize for the inconvenience and pledge our commitment to increasing our security in the service of our patients.

Sincerely,



Robert Fabiano, PhD, ABPP, ABN

Executive Director

(517) 299-5090