



<<MemberFirstName>> <<MemberLastName>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip Code>>

<<Date>> (Format: Month Day, Year)

Dear <<MemberFirstName>> <<MemberLastName>>,

We are writing to inform you of a recent event that may affect the security of your personal information. While we are unaware of any actual or attempted misuse of your personal information, out of an abundance of caution, we are providing you with information about the incident, steps we are taking in response, and steps you can take to protect against fraud should you feel it is appropriate.

**What Happened?** On July 7, 2016, we discovered that an unknown individual or individuals had gained access to the email account of an employee of Burrell Behavioral Health. This email account contained, among other things, protected health information of certain Burrell Behavioral Health clients. We immediately took steps to secure the email account and launched an investigation to determine whether any sensitive information was accessed or acquired. We determined that the unauthorized access to the email account in question potentially occurred from July 6, 2016 to July 7, 2016. While we have no evidence that the unknown individual or individuals accessed or acquired protected health information from the employee's email account, access to the information in the email account could not be ruled out.

**What Information Was Involved?** While we have no evidence that the unauthorized individual or individuals actually accessed or acquired your information, we have confirmed that your <<ClientDef1(Breach Details Variable Text)>><<ClientDef2(Breach Details Variable Text)>> Variable Text: name, medical record number, date of birth, Social Security number, address, phone number, diagnosis information, name of doctor, treatment information, treatment location, disability code, and health insurance were) accessible to the intruder.

**What We Are Doing.** We take the security of information in our care very seriously. In addition to launching an investigation into this incident, we have hired an outside computer forensic investigator to supplement our internal investigation, and to confirm the security of our computer systems. We also reported this incident to law enforcement. We are providing notice of this incident to all potentially impacted individuals.

We have secured the services of Kroll to provide identity monitoring at no cost to you for one (1) year. Kroll is a global leader in risk mitigation and response and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Identity Consultation, and Identity Restoration. More information regarding these services can be found on the enclosed Privacy Safeguards. To enroll in the services being offered to you:

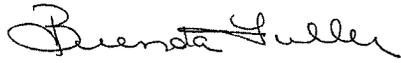
- Visit <<IDMonitoringURL>> to enroll and take advantage of your identity monitoring services.
- When enrolling, you must use your unique Membership Number: <<Member ID>>
- Additional information describing your services is included with this letter.

We are also providing notice of this incident to certain state regulators, consumer reporting agencies and the Department of Health and Human Services.

**What You Can Do.** Please review the enclosed Privacy Safeguards Information for additional information on how to better protect against identity theft and fraud.

**For More Information.** We are very sorry for any inconvenience or concern this incident causes you. The security of your information is a priority to us. Should you have any questions about the content of this letter or ways you can better protect yourself from the possibility of identity theft, please call our dedicated assistance line at 1-???-???-???? between 8:00 am and 5:00 pm CST, Monday through Friday, excluding major holidays.

Sincerely,



Brenda Fuller, MSL, RHIA, CHC  
VP of HIM/Support Services  
Administration - Burrell Behavioral Health



Tyler Stilley  
Director of Information Technology  
Burrell Behavioral Health

## PRIVACY SAFEGUARDS

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for one (1) year. Your identity monitoring services include:

### **Credit Monitoring through TransUnion**

You'll receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll investigator, who can help you determine if it's an indicator of identity theft.

### **Identity Consultation**

You have unlimited access to consultation with a dedicated licensed investigator at Kroll. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

### **Identity Restoration**

If you become a victim of identity theft, an experienced licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and will do most of the work for you. Your investigator can dig deep to uncover all aspects of the identity theft, and then work to resolve it.

Burrell Behavioral Health encourages everyone to remain vigilant against incidents of identity theft and financial loss by:

- **Reviewing account statements, medical bills, and health insurance statements** regularly for suspicious activity, to ensure that no one has submitted fraudulent medical claims using your name and address. Report all suspicious or fraudulent charges to your account and insurance providers. If you do not receive regular Explanation of Benefits statements, you can contact your health plan and request them to send such statements following the provision of services.
- **Ordering and monitoring your credit reports** for suspicious activity. Under U.S. law, everyone is entitled to one free credit report annually from each of the three major credit bureaus. To order a free credit report, visit <http://www.annualcreditreport.com> or call, toll-free, 1-877-322-8228. Individuals may also contact the three major credit bureaus directly to request a free copy of their credit report:

Equifax	Experian	TransUnion
P.O. Box 105069	P.O. Box 2002	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19022
800-525-6285	888-397-3742	800-680-7289
<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.transunion.com">www.transunion.com</a>
- **Placing a “fraud alert” on your credit file.** A “fraud alert” will tell creditors to take additional steps to verify your identity prior to granting credit in your name; however, because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the credit bureaus verify your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your files. You may use the contact information listed above to contact the major credit bureaus and place a “fraud alert” on your credit report.
- **Placing a “security freeze” on your credit file,** that prohibits a credit reporting agency from releasing any information from your credit report without your written authorization but may delay, interfere with, or prevent the timely approval of any requests for new credit. If you have been a victim of identity theft, and provide the credit reporting agency with a valid police report, the credit reporting agency cannot charge to place, lift or remove a security freeze. In all other cases, a credit agency may charge you a fee to place, temporarily lift, or permanently remove a security freeze. You must contact each of the credit reporting agencies separately to place a security freeze on your credit file:

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Atlanta, GA 30348  
800-685-1111  
800-349-9960 (NY Residents)  
<http://www.freeze.equifax.com>

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion LLC  
P.O. Box 2000  
Chester, PA 19022  
888-909-8872  
[freeze.transunion.com](http://freeze.transunion.com)

- **Educating yourself further** on identity theft, fraud alerts, and the steps one can take to protect against identity theft and fraud by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, [www.ftc.gov/idtheft/](http://www.ftc.gov/idtheft/), 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. **For Maryland residents**, the Attorney General can be reached at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us). **For North Carolina residents**, the Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400; and online at [www.ncdoj.gov](http://www.ncdoj.gov). Instances of known or suspected identity theft should also be reported to law enforcement.
- **Reporting suspicious activity or incidents of identity theft and fraud** to local law enforcement.

Kroll's activation website is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox, and Safari. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

## PRESS RELEASE

### **BURRELL BEHAVIORAL HEALTH PROVIDES NOTICE OF DATA SECURITY INCIDENT**

**DATELINE: Springfield, Missouri – September 2, 2016** – Burrell Behavioral Health today announced a cyber attack on its computer network. On July 7, 2016, it discovered that an individual or individuals gained access to the email account of an employee of Burrell Behavioral Health. Burrell Behavioral Health immediately took steps to secure the email account and launched an investigation to determine whether any sensitive information was accessed or acquired. Burrell Behavioral Health, with the help of computer forensic investigators, determined that the unauthorized access to the email account in question potentially occurred from July 6, 2016 to July 7, 2016. While Burrell Behavioral Health has no evidence that the individual or individuals accessed or acquired protected health information from the employee’s email account, access to the information could not be ruled out.

“We take any threat to the security of information entrusted to us very seriously,” said Dr. Todd Schaible, President and CEO of Burrell Behavioral Health. “Once the attack was discovered, we immediately took counter measures and also hired nationally-renowned computer forensic investigators to determine exactly what happened and what information was at risk.” Dr. Schaible added, “We apologize for any inconvenience or concern this incident may cause our community.”

#### **Information Compromised**

While Burrell Behavioral Health has no evidence that the individual or individuals accessed or acquired protected health information from the employee’s email account, it has confirmed that certain clients’ names, addresses, dates of birth, Social Security numbers, doctor’s names, diagnoses, disability code, health insurance number, treatments, treatment locations and medical record numbers may have been contained in the employee’s email account. The information at risk varies for each individual.

#### **Notification**

Burrell Behavioral Health has established a dedicated assistance line for anyone seeking additional information regarding this incident, as well as steps to better protect against identity theft. The call center can be reached at 1-877-309-9838, Monday – Friday, 8 a.m. – 5 p.m. CST, excluding major holidays. In addition, Burrell Behavioral Health will be mailing letters directly to clients potentially affected by this incident.

#### **Identity Protection Services**

While Burrell Behavioral Health is unaware of any actual or attempted misuse of client personal information, it is offering those individuals potentially affected by this incident access to one year of complimentary credit monitoring and identity restoration services with Kroll, a global leader in risk

mitigation and response. Instructions on how to enroll are included in the letters mailed to affected individuals.

### **Fraud Prevention Tips**

Burrell Behavioral Health encourages everyone to remain vigilant against identity theft, especially this time of year. Steps include:

- **Reviewing account statements, medical bills, and health insurance statements** regularly for suspicious activity, to ensure that no one has submitted fraudulent medical claims using your name and address. Report all suspicious or fraudulent charges to your account and insurance providers. If you do not receive regular Explanation of Benefits statements, you can contact your health plan and request them to send such statements following the provision of services.
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Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion LLC  
P.O. Box 2000  
Chester, PA 19022-2000  
888-909-8872  
[freeze.transunion.com](http://freeze.transunion.com)

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###

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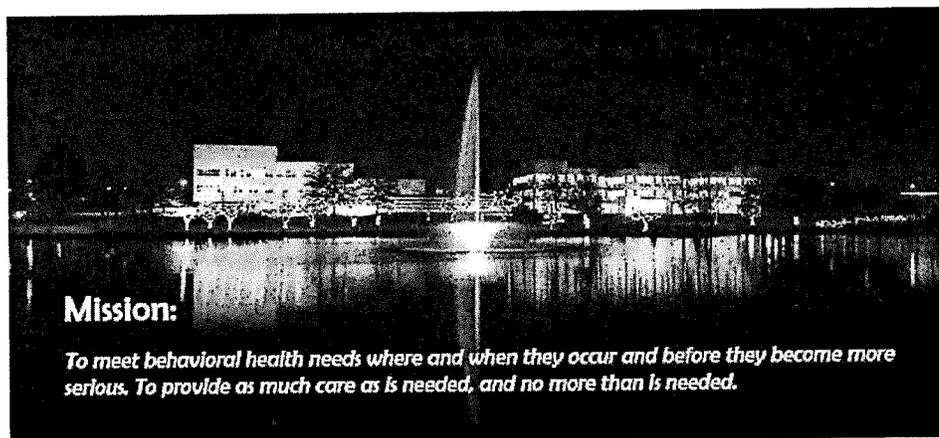
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Burrell is a private, not for profit organization that provides a wide range of mental health services for individuals and families, business and industry, and educational programs for community and professional groups.

From its beginning in 1977, Burrell has been committed to helping people maximize their potential. Our philosophy is embodied in the two inscriptions near the entrance of the Main Center:

*"In all things, there is opportunity for growth..." "Value what you are and what you can become."*

Our services are designed to be responsive to the specific needs of the individuals we serve. New services are developed as the needs of our community are recognized and defined. It is our mission to continue to provide, develop and refine services which have been demonstrated to work!



## CARF Accreditation

November 2013 - Burrell received our fifth consecutive Three-Year Accreditation, the highest accreditation awarded. Three-Year Accreditation is recognition that Burrell satisfies each of the CARF Accreditation conditions and demonstrates substantial conformance to the standards. Seeking accreditation

demonstrates Burrell's commitment to meeting and exceeding the needs of persons-served as well as our community.

## Key Administrative Staff

**President and CEO**  
Dr. Todd Schaible

**Director Corporate Services**  
Denise Mills

**Acting Vice President Behavioral Health Services**  
Allyson Ashley

**Vice President Finance and Administration**  
Jennifer Gagnon

**Vice President Research and Quality Assurance**  
Dr. Paul Thomlinson

**Vice President HIM and Support Services**  
Brenda Fuller

**Vice President Human Resources**  
Sabrina Wilford

**Vice President Developmental Services**  
Becky Millard

**Vice President Addiction Services**  
Sally Gibson

**Regional Director Central Region**  
Megan Steen

Follow Us On:

2011 Award of Excellence



Burrell Behavioral Health was honored with the 2011 Award of Excellence in Behavioral Healthcare Management. This is the fourth National Excellence Award received by Burrell Behavioral Health; the only mental health center to be recognized with four National Excellence Awards. Click [here](#) to read more about these awards as well as other awards and recognitions.

## NOTICE OF DATA SECURITY INCIDENT

Click [here](#) for more information.

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Emergency Services are available 24 hours a day, 7 days a week, to help you manage your crisis/emergency situation.

If you have a crisis, you can get help 24 hours a day by calling:  
 In Southwest Missouri: 417.761.5555 or toll free at 1.800.494.7355

In Central Missouri: 1.800.395.2132



1300 Bradford Parkway Springfield, MO 65804 ~ Phone: 417.761.5000 ~ TTY: 417.761.5002.

## WEB POSTING

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