

Crossroads Health Providers and Staff Members:

As valued members of the Crossroads Health team, we are providing you an update on the January 2022 incident that disrupted the operations of some of our IT systems.

We initially identified the incident on January 18, 2022, and we immediately took steps to secure our systems, launched an investigation with the assistance of a third-party forensic investigator, and notified law enforcement. The investigation determined that an unauthorized party gained access to our systems and removed some files. On January 24, 2022, we determined that the files were removed from a legacy system that contained information belonging to clients of the former behavioral health facility, Beacon Health, which merged with Crossroads Health. Importantly, the incident did not involve our cloud-based EMR system, and the third party forensic investigator determined that the incident has now been fully contained.

As part of our investigation of the incident, we conducted a review of the files in the legacy Beacon Health system. Our review determined they contained information for some clients of Beacon Health, including some who became clients of Crossroads Health following the merger.

On March 2, 2022, we will mail notification letters to the individuals whose information was involved in the incident, in accordance with applicable federal and state laws. The notification letters will include information about the incident and steps that can be taken in response. In addition, we are offering all notified individuals complimentary credit and identity monitoring services through Experian.

We take this incident very seriously, and we have implemented additional safeguards and security measures to further protect our systems and information to decrease the risk of future incidents.

We have also established a dedicated call center to help answer questions about the incident for those clients who are being notified. If you receive questions about the incident from our clients or their family members and caretakers, please refer them to the phone number listed for the call-center number in the letter they received.