

A Notice to our Clients of Email Security Incident

HOPE Group takes the privacy and security of our clients' information very seriously. Regrettably, this notice concerns an incident involving unauthorized access to our email environment, which may have contained some of that information.

What Happened? On October 8, 2021, our investigation into suspicious email account activity identified unauthorized logins to a small number of our employees' email accounts between September 10 and October 1, 2021. Immediately upon first identifying the suspicious activity, we took steps to secure the accounts and began an investigation with the assistance of a computer forensic firm. The investigation was unable to determine if any emails and/or attachments were actually viewed or downloaded by the unauthorized person. In an abundance of caution, we reviewed the accounts and, on November 16, 2021, determined that some client information was contained within the email accounts.

What Information Was Involved? Our review determine that emails or attachments in the accounts may have contained client names, addresses, dates of birth, insurance information, and/or limited clinical information related to services received at HOPE Group, such as diagnosis, prescription, or treatment information.

This incident did not affect all HOPE Group client, but only those whose information was included in the affected email accounts.

What HOPE Group Is Doing. Although we believe the person that accessed the accounts intended to gain information about HOPE Group's financial accounts (not to access client information), we are mailing notification letters to clients whose information was identified in the accounts. We also established a dedicated, toll-free call center to answer clients' questions.

To help prevent something like this from happening in the future, we are reinforcing education with staff regarding how to identify and avoid suspicious emails and are making additional security enhancements to our email environment.

What You Can Do. We recommend that clients review any statements they receive from their healthcare providers or health insurer. If clients see charges for services not received, they should contact the provider or insurer immediately.

For More Information. We regret any concern or inconvenience this incident may cause. We remain committed to protecting the privacy and security of our clients' information. If you have questions, please call 1-855-545-2133, Monday through Friday, between 7:00 a.m. and 4:30 p.m. Mountain Time.