

**April 16, 2025** – Behavioral Health Resources (“BHR”) is issuing updated notice of an event that may impact the security of information related to certain individuals. This notice supplements the notice previously posted on our website on or about January 17, 2025. We are providing updated information about this event, our response, and steps potentially affected individuals may take to protect against the possibility of identity theft and fraud, should they feel it is appropriate to do so.

**What Happened.** On or about November 20, 2024, BHR became aware of suspicious activity in our computer environment. We promptly engaged third-party cybersecurity experts to investigate the nature and scope of this event. The investigation determined that on or before November 20, 2024, an unauthorized actor gained access to certain systems and that certain information contained in those systems was accessible.

The investigation did not confirm that any information was actually viewed or taken during the event. Nonetheless, we conducted a thorough and comprehensive review to determine what information was accessible and to whom such information relates. While this review was ongoing, on January 17, 2025, we posted notice on our website, issued notice to the media in Washington State, and provided notice to our primary federal regulator. We recently completed our review and are now mailing written notice to potentially impacted individuals for whom we have complete address information.

**What Information Was Affected.** The types of information potentially impacted vary by individual but may include: full name including maiden name, address, date of birth, Social Security number, telephone and/or fax number, medical record number, health plan beneficiary number, account number, certificate/license number, biometric and/or genetic data, full face photographic image, birth and/or marriage certificate, tribal ID, government-issued ID, taxpayer identification number (TIN), electronic/digital signature, financial institution name, medical billing information, medical information (including diagnosis and/or condition information, treatment information, lab results, provider name, physician, patient ID, medication information, admission date, discharge date, treatment cost information, and date of death), other health-related information and incidental health references, and health insurance information.

**What We Are Doing.** We take this event and information security very seriously. Upon learning of this event, we launched an investigation and worked to assess the security of BHR’s computer environment. As part of our ongoing commitment to information security, we are also reviewing our existing policies and procedures and implementing safeguards to further secure the information in our care. Additionally, we moved as quickly as possible to determine what information was accessible and to whom such information relates. We also reported this event to the U.S. Department of Health and Human Services and appropriate state regulators, as required.

**What Affected Individuals Can Do.** As a precautionary measure, individuals are encouraged to remain vigilant by reviewing account statements, credit reports, and explanations of benefits for unusual activity and to detect errors. We encourage you to promptly report any suspicious activity to your credit card company, bank, healthcare/insurance provider, or other applicable

institution. Additional information can be found below in the *Steps You Can Take to Help Protect Your Information*.

**For More Information.** If you have additional questions, please call our toll-free assistance line at (855) 549-2726, Monday through Friday from 9:00 a.m. – 9:00 p.m. Eastern Time, excluding major U.S. holidays. You may also write to BHR at 3857 Martin Way E. Olympia, WA 98506.

## **Steps You Can Take To Help Protect Your Information**

### **Monitor Your Accounts**

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial, as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a fraud alert or a credit freeze, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/data-breach-help">https://www.transunion.com/data-breach-help</a>
1-888-298-0045	1-888-397-3742	1-833-799-5355
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

### **Additional Information**

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state attorney general. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and 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. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. To file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state attorney general. This notice has not been delayed by law enforcement.

*For District of Columbia residents*, the District of Columbia Attorney General may be contacted at: 441 4th St. NW #1100 Washington, D.C. 20001; 202-727-3400; and [oag.dc.gov](http://oag.dc.gov).

*For Maryland residents*, the Maryland Attorney General may be contacted 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 New Mexico residents*, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional

rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

*For New York residents*, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.

*For North Carolina residents*, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and [www.ncdoj.gov](http://www.ncdoj.gov).

*For Rhode Island residents*, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; [www.riag.ri.gov](http://www.riag.ri.gov); and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this event.