



Secure Processing Center
P.O. Box 680
Central Islip, NY 11722-0680

Postal Endorsement Line

<<Full Name>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<City>>, <<State>> <<Zip>>

<<Country>>

***Postal IMB Barcode

<<Date>>

Dear <<Full Name>>:

Outcomes One Inc. (“Outcomes”) works with health plans to provide their members with medication therapy management (“MTM”) and medication adherence services. We are committed to protecting the privacy and security of information in our care. We are writing to notify you about an incident that involved some of the information we received related to the services we provide to your health plan, Aetna Health Insurance Company. This letter explains the incident, the measures we have taken, and steps you may consider taking.

What Happened?

We recently completed an investigation related to an email phishing incident that occurred on July 1, 2025. The affected employee noticed unusual activity in his Outcomes email account and reported it to the Outcomes security team, which promptly took steps to ensure the account was safe and hired an outside specialist to help investigate the matter. No other email accounts were impacted by this incident.

What Information Was Involved?

During about one hour of unauthorized access to the account, various files and emails were accessed. We performed a data review to determine if any of the accessed items contained your information. On July 17, 2025, we determined that one of the items that may have been accessed included your name and one or more of the following: demographic information, medical provider name, health insurance information, and medication information. Note that Social Security numbers were **not** involved.

What We Are Doing.

We take this matter very seriously. To help prevent a similar incident, we have added and will continue to evaluate enhanced safeguards and security measures to further protect our email system, and we have added enhanced employee training regarding phishing emails.

What You Can Do.

It is always a good idea to remain vigilant and review statements you receive from your health plan and health providers. If you identify charges for services or medications you did not receive, you should contact your health plan immediately.

For More Information.

We have set up a designated incident response line to answer your questions. You can call 877-332-1681, Monday through Friday, 9:00 AM to 9:00 PM Eastern Time, except for major U.S. holidays. We remain committed to protecting the confidentiality and security of the information in our care and apologize for any concern or inconvenience this may cause.

Sincerely,

Outcomes