

[REDACTED]
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998



September 18, 2025

Dear [REDACTED]:

[REDACTED] is committed to protecting the confidentiality of our patients' information. We are writing to inform you of a data security incident that may have involved some of your information. This notice explains the incident, measures we have taken since, and steps you may take in response.

What Happened?: On September 11, 2025, we learned that a data security incident may have resulted in unauthorized access to certain patient information. Upon detecting the incident on May 22, 2025, steps were immediately taken to secure and isolate information technology ("IT") systems and an investigation was launched. The investigation determined that there was unauthorized access to IT systems between May 22, 2025 and May 23, 2025. The investigation identified the files that were on the systems that were accessed.

What Information was Involved?: The review of the files determined that one or more contain your information, including your name and one or more of the following: date of birth, address, diagnosis information, provider name, dates of service, treatment information, and/or health insurance information.

What We Are Doing: We are contacting you to let you know this happened and assure you that we take this very seriously. To help prevent a similar incident from occurring in the future, enhanced monitoring and alerting software have been implemented.

What You Can Do: We recommend you review the statements you receive from your healthcare providers and health insurance plans. If you see any services that were not received, please contact the provider or health plan immediately.

For More Information: We deeply regret any inconvenience or concern this may cause. If you have any questions about this incident, please call 833-397-6797, Monday through Friday, between 8:00 a.m. and 8:00 p.m., Eastern Time.

Sincerely,

[REDACTED]

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