

## **Potential Breach of Health Information**

New York Care Coordination Program, Inc. (NYCCP) respects the privacy of individuals served by Health Homes affiliated with Health Homes of Upstate New York and uses its best efforts to safeguard protected health information.

As a precautionary measure, we wish to inform you about a security incident that could have resulted in unauthorized access to personal health information about some individuals enrolled in Medicaid Health Home programs.

In early April, someone hacked into the email account of a NYCCP staff member and had the opportunity to read emails that the staff member sent or that were sent to the staff member. This was discovered on April 3<sup>rd</sup> and access to the account was immediately suspended. There have been no incidents since then.

NYCCP conducted an in-depth investigation and reviewed each of the over 4200 emails in the staff member's account to determine if any personal information could have been accessed. A few of those emails did contain sensitive information about a total of 312 individuals, including names, addresses, dates of birth, diagnosis and plan of care. Please note that no social security numbers or financial information were in the emails and that none of the emails were forwarded outside our email system.

Based on the activity of the intruder that we were able to track, we think that it is highly unlikely that emails in the account that contained protected health information were opened, but we cannot be sure. Therefore, we have sent a letter to all identified individuals who may have been impacted.

We have implemented a number of measures to further improve the security of our computer systems and to train our users about protection of their user identities and passwords to prevent an attack like this from happening again.

If you have any questions or concerns, please call NYCCP toll-free at 833-883-8325.