

Notice of Data Incident

We are providing notice of a data incident involving CGSR, Inc. d/b/a Meadowbrook Healthcare (“Meadowbrook Healthcare”) that may have resulted in the unauthorized access to certain individual’s personal information. We take the privacy and protection of our patient’s information very seriously. We sincerely apologize and regret any inconvenience this incident may cause. This notice contains information about what happened, steps we have taken, and the resources available to those potentially affected.

What happened:

On November 11, 2021, Meadowbrook Healthcare detected that it was the target of a cybersecurity attack. This incident may have resulted in the exposure of personal information. Although Meadowbrook Healthcare has found no evidence that any information has been specifically accessed for misuse, it is possible that the potentially impacted individuals’ name, mailing address, date of birth, Social Security number, protected medical and health information, and/or Medicare Health Insurance information may have been exposed as a result of this attack.

Upon detecting this incident, we moved quickly to secure our network environment and launched a thorough investigation. The investigation was performed with the help of independent IT security and forensic investigators to determine the scope and extent of the potential unauthorized access to our systems and any sensitive information.

To date, there have not been any reports of related identity theft or misuse of any patient information. However, out of an abundance of caution, Meadowbrook Healthcare mailed notification letters to affected individuals and/or their Power of Attorney or Guardian on January 6, 2022. The letters included additional information about what occurred, and outlined the specific personal information that could have been exposed for that individual.

What we are doing and what you can do:

We take the security of all information in our control very seriously, and are taking steps to prevent a similar event from occurring in the future by implementing additional safeguards and security measures to enhance the privacy and security of our patient information.

Although we are unaware of any misuse of anyone’s personal information, to help relieve concerns and restore confidence following this incident, we have secured the services of IDX to provide identity monitoring, at no cost, to affected individuals.

For More Information:

Please know that the protection and security of your personal information is of our outmost priority, and we sincerely regret any concern or inconvenience that this matter may cause you. If you have any questions, please call IDX at 1-800-939-4170, Monday through Friday, 9:00 a.m. to 9:00 p.m. Eastern Time.