



September 8, 2021

Southwest Behavioral & Health Services Discovered Data Security Incident

Southwest Behavioral & Health Services (“Southwest Behavioral”) recently learned of a security incident which occurred between March 2, 2021 and April 16, 2021, in which unknown person accessed an email account that included personal information. Upon learning of this incident, Southwest Behavioral immediately launched an investigation to more clearly understand the scope of the situation. The email account included information such as names, dates of birth, Arizona Health Care Cost Containment System identification numbers and Social Security numbers.

On September 8, 2021, Southwest Behavioral mailed notification letters to those patients who may have been affected by the incident. Additionally, Southwest Behavioral offered to individuals affected by this incident identity theft protection services through IDX, the data breach and recovery services expert. Although there is no evidence indicating identity theft as a result of this incident, the mailed letters provide recommendations on how the affected individuals may protect themselves. Southwest Behavioral encourages any affected individuals to remain vigilant by monitoring their personal information. Additional information may be found in the notification letters.

Southwest Behavioral is working to improve data security and the security of its email system to prevent future incidents such as this.

Southwest Behavioral takes its patients’ privacy and the security of information very seriously and deeply apologize for any inconvenience this incident may cause.

Please call 1-800-939-4170 or go to [https:// app.idx.us/account-creation/](https://app.idx.us/account-creation/) for assistance or for any questions you may have.

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