

Notice of Privacy Incident
May 27, 2026

Notice of Data Privacy Incident

On April 1, 2026, Southwest Behavioral & Health Services (“SB&H”) identified suspicious activity within our email environment. Upon discovery, we took immediate action to address and investigate the scope of the incident. A thorough investigation determined that an unauthorized actor gained access to certain information in six SB&H employee email accounts. We undertook a comprehensive and time-intensive review of the contents of the potentially impacted email data in order to determine the type(s) of information present and to whom that information relates. This review completed on April 30, 2026, and we have provided notification to all individuals’ whose information was impacted in compliance with state and federal law.

Immediately upon learning of this incident, SB&H took steps to secure our email environment and undertook a thorough investigation. SB&H also implemented additional technical safeguards to further enhance the security of information in our possession and to prevent similar incidents from happening in the future. Additionally, while there is no evidence of actual or attempted misuse of any information as a result of this incident, we will be providing impacted individuals with access to complementary credit monitoring and identity protection services as an added precaution.

If individuals have questions about this incident, they may contact a dedicated assistance line at 833-918-4489, Monday through Friday, 8 am - 8 pm Central Time, excluding major U.S. holidays.

Additionally, it is always prudent to review health care statements for accuracy and report any services or charges that were not incurred to the provider or insurance carrier. As a best practice, individuals are encouraged to remain vigilant against incidents of identity theft by reviewing credit reports, account statements, and explanation of benefits forms for suspicious activity and to detect errors.

Individuals may also place a fraud alert or credit freeze by contacting the credit reporting agencies: TransUnion 1-800-680-7289, P.O. Box 2000 Chester, PA 19016, transunion.com; Experian 1-888-397-3742, P.O. Box 9554 Allen, TX 75013, experian.com; Equifax 1-888-298-0045, P.O. Box 105069 Atlanta, GA 30348, equifax.com.

Individuals can further educate themselves regarding identity theft, fraud alerts, credit freezes, and steps to protect their personal information by contacting the credit reporting bureaus, the Federal Trade Commission (“FTC”), or their state attorney general. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should also be reported to law enforcement, your state attorney general, and the FTC.