



Notice

Mental Health Partners experienced a data security incident on March 14, 2025.

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JULY 11, 2025

Notice of Data Security Incident

The security and protection of client information is of the utmost importance to Clinica Family Health & Wellness. While our investigation is still underway, we want to provide our community with information regarding a recent security incident that impacted some, but not all, of our systems.

On March 14, 2025, Clinica Family Health detected an intrusion impacting the Mental Health Partners environment. Immediately upon discovery, we quickly contained the incident and launched an investigation assisted by external cyber security professionals to assess the full scope of information impacted. We have no reason to believe that the incident impacted the Clinica Family Health Services system.

Although the forensic investigation did not reveal any evidence to indicate that data was removed from our environment, we are conducting a thorough and comprehensive review to identify all individuals whose information potentially could have been accessed by the unauthorized actor. The investigation is ongoing, including with respect to identifying specific persons potentially impacted and the type of client data that may have been impacted. This process is time consuming, and we wanted to inform our community regarding the incident while we continue our review. We will notify all known impacted individuals as quickly as possible and in accordance with applicable laws. If we learn that your personal or protected health information was impacted, we will provide notice via U.S. Mail in accordance with our legal obligations.

Below are general precautionary measures you can take to protect your information including practices to protect against medical identity theft, how to place a fraud alert/security freeze on your credit files, and how to obtain free credit reports. We encourage Mental Health Partners clients and personnel to review and consider whether appropriate to take these protective measures.

If you have any questions regarding this incident, please call our dedicated and confidential toll-free response line at 833-380-5910.

This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available between the hours of 6:00 a.m. to 6:00 p.m. Mountain time, Monday through Friday, excluding holidays.

The privacy and security of the personal information we maintain is of the utmost importance to us, and we sincerely regret any inconvenience this incident may cause you.

Sincerely,

Clinica Family Health & Wellness

Steps Individuals Can Take to Protect Personal Information

1. Protecting Your Medical Information



2. Placing a Fraud Alert



3. Consider Placing a Security Freeze on Your Credit File



4. Obtaining a Free Credit Report



5. Additional Helpful Resources



Iowa Residents: You may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft: Office of the Attorney General of Iowa, Consumer Protection Division, Hoover State Office Building, 1305 East Walnut Street, Des Moines, IA 50319, www.iowaattorneygeneral.gov, Telephone: 515-281-5164.

Maryland Residents: You may obtain information about avoiding identity theft from the Maryland Attorney General's Office: Office of the Attorney General of Maryland, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.marylandattorneygeneral.gov, Telephone: 888-743-0023.

Massachusetts Residents: Under Massachusetts law, you have the right to obtain a police report in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

New Mexico residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit. In addition, you have the right to obtain a security freeze (as explained above) or submit a declaration of removal. You have a right to bring a civil action against a consumer reporting agency that violates your rights under the Fair Credit Reporting and Identity Security Act. For more information about the FCRA, please visit www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf or www.ftc.gov.

New York Residents: You may obtain information about preventing identity theft from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; ag.ny.gov/consumer-frauds-bureau/identity-theft; Telephone: 800-771-7755.

North Carolina Residents: You may obtain information about preventing identity theft from the North Carolina Attorney General's Office: Office of the Attorney General of North Carolina, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 877-566-7226 (Toll-free within North Carolina), 919-716-6000.

Oregon Residents: You may obtain information about preventing identity theft from the Oregon Attorney General's Office: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us, Telephone: 877-877-9392.

Rhode Island Residents: You have the right to obtain a police report if one was filed, or alternatively, you can file a police report. Further, you can obtain information from the Rhode Island Office of the Attorney General about steps you can take to help prevent identity theft. 150 South Main Street, Providence, RI 02903, (401) 274-4400, www.riag.ri.gov. If you are a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

Washington D.C. Residents: You may obtain information about preventing identity theft from the Office of the Attorney General for the District of Columbia, 400 6th Street NW, Washington D.C. 20001, oag.dc.gov/consumer-protection, Telephone: 202-442-9828.

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Federal Funding Recipient

Clinica Family Health & Wellness receives Health & Human Services (HHS) funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

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