

Notice of Email Phishing Incident

Innovative Physical Therapy is committed to protecting the confidentiality and security of patient information. Innovative Physical Therapy's vendor experienced an email phishing incident that resulted in unauthorized access to some of our patients' information. This notice explains the incident, measures we have taken, and some steps patients can take in response.

On August 25, 2025, Innovative Physical Therapy's practice management services vendor ("Vendor"), which assists Innovative Physical Therapy with administrative services, notified Innovative Physical Therapy that the Vendor experienced an email phishing incident that resulted in unauthorized access to information pertaining to some of our patients.

The Vendor first became aware of the incident on June 26, 2025, after identifying unusual activity in two of its employees' email accounts. Upon learning of this, the Vendor secured the employee accounts and immediately launched an investigation with the assistance of a third-party forensic investigation firm.

Through its investigation, the Vendor determined that two employees accidentally disclosed their email account credentials in response to phishing emails that they thought were legitimate. As a result, an unauthorized party used the credentials to access two employees email accounts between June 25, 2025 and June 26, 2025. Although the likely purpose of the unauthorized access was to fraudulently obtain funds, not to access personal information, while in the email accounts, the unauthorized party accessed certain emails, attachments, and files. The Vendor reviewed the emails, attachments, and files that were accessed and determined that one or more contained patient information, including names and one or more of the following: addresses, dates of birth, diagnosis, lab results, medications and other treatment information, health insurance details, provider names and/or dates of treatment. For a small number of individuals, the incident could have also involved their Social Security numbers.

On or around September 8, 2025, Innovative Physical Therapy instructed the Vendor to provide notifications on its behalf.

On October 3, 2025, notice letters were mailed to individuals whose information was involved in the incident. For individuals whose Social Security numbers may have been involved, we are offering complimentary credit monitoring and identity theft protection services. If an individual believes their information was involved and have any questions about this incident, please call 855-291-2518, Monday through Friday, between 8:00 a.m. – 8:00 p.m., Central Time, except for major U.S. holidays.

For individuals whose information was involved in the incident, we recommend that they review the statements they receive from their healthcare providers and health insurance plans. If they see any services that were not received, they should contact the provider or health plan immediately.

We regret any inconvenience or concern this incident may cause and take this matter seriously. To help prevent something like this from happening again, the Vendor is providing additional cybersecurity training for its staff.