

NOTICE OF PHISHING INCIDENT

VNS Behavioral Health is providing this notice as a substitute notice to individuals whom we have been unable to reach directly regarding an email phishing incident.

What Happened?

On or about June 26, 2025, we identified suspicious activity in one employee's email account. We immediately took steps to secure the account, prevent further unauthorized access, and investigate the incident. We also engaged an outside forensic security firm to assist with the investigation.

The investigation determined that an unauthorized third party had access to the employee's email account between June 12, 2025, and June 26, 2025. We subsequently reviewed the information contained in the affected account to determine what information may have been accessible and which individuals may have been affected.

What Information Was Involved?

The information involved varied by individual, but may have included name in combination with one or more of the following:

- Social Security number;
- Driver's license number;
- Medicare/Medicaid number; and/or
- Certain health-related information, including an indication relating to substance use disorder or a psychiatric evaluation or assessment.

Not every type of information listed above was involved for every affected individual.

What We Are Doing

VNS Health takes the privacy and security of personal and health information seriously. As explained above, upon identifying the incident, we quickly took steps to secure the affected account and prevent further unauthorized access, which included resetting the account password and revoking active sessions, and engaging a forensic security firm to confirm the security of our environment. Additionally, we reviewed and adjusted internal security protocols intended to help prevent similar incidents in the future.

For individuals whose Social Security number, driver's license number, or passport number was involved, we offered complimentary credit monitoring and identity protection services.

What You Can Do

We encourage individuals who believe they may have been affected to remain vigilant by reviewing account statements, health insurance statements, and credit reports for unusual or unauthorized activity.

You should promptly report suspected identity theft, fraud, or other suspicious activity to the appropriate financial institution, health plan, law enforcement agency, or other organization involved.

For More Information

If you believe you may have been affected by this incident or have questions about this notice, please contact:

- **Toll-Free Telephone:** 877-421-8797
- **Hours:** 9:00 a.m. to 9:00 p.m. Eastern Time, Monday through Friday

We regret any concern or inconvenience this incident may have caused and remain committed to protecting the privacy and security of the information entrusted to us.