

Notice of Data Security Incident

North Central Behavioral Health (“North Central”) is providing this notice to inform impacted individuals of a data security incident that may have impacted some protected health information (“PHI”). There is no evidence that any such information has been or will be misused and is providing notice out of an abundance of caution.

What Happened?

On or around December 2, 2025, North Central identified unauthorized activity within a single email account. We immediately implemented incident response protocols, ended all active sessions for this email account, reset credentials for the email account and engaged external cybersecurity experts to conduct an investigation. The investigation determined that an unauthorized individual gained access to this single email account. North Central conducted a thorough review of the email account, and on July 9, 2026, determined that PHI was present in the impacted email account. We then worked to identify contact information for impacted individuals to facilitate notification, which was completed on September 22, 2026.

What Information Was Involved?

The information may include some combination of names, addresses, dates of birth, health and/or medical information, client identification numbers, health insurance information, driver’s license numbers, and, for a few individuals, Social Security numbers.

What We Are Doing:

North Central takes the security of PHI seriously and is taking steps to minimize the risk of this happening in the future. Since the incident, North Central has reset relevant credentials, reviewed access controls, implemented additional email security controls, and taken other steps to strengthen its security posture.

On October 6, 2026, North Central mailed notice letters to impacted individuals for whom mailing addresses are available. The letters contain additional details about the incident and guidance on steps individuals can take to safeguard their information. North Central is offering complimentary credit monitoring and identity theft protection services through Cyberscout to individuals whose Social Security numbers may have been impacted.

What You Can Do:

As a precaution, we encourage you to remain vigilant and promptly review your bank accounts, credit reports, and other financial statements for any unauthorized activity. Additional resources and information on identity theft protection are available through the Federal Trade Commission at <https://consumer.ftc.gov/identity-theft-online-security>.

For More Information:

Individuals may call the dedicated call center at 1-800-405-6108 Monday through Friday from 8 am–8 pm Eastern Standard Time, Monday through Friday, excluding holidays, with questions or to determine whether their PHI was affected by this incident. North Central remains committed to protecting personal information and regrets any concern this incident may cause.