

Notice of Data Security Incident

North Central Behavioral Health (“North Central”) is providing notice to impacted individuals of a recent event via this posting. North Central identified unauthorized activity within an email account and immediately took action to secure this email account. There is no evidence that any personal information has been or will be misused. The security of personal information is very important to us, and we sincerely apologize for any inconvenience this may cause.

What Happened?

On or around December 2, 2025, we identified unauthorized activity within a single email account. We immediately implemented our 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. While the investigation is ongoing, the investigation to date has determined that an unauthorized individual gained access to this single email account. We are in the process of conducting a thorough review of the email account to determine who was impacted and what information was associated with any impacted individuals.

What We Are Doing:

We want to assure you that we are taking steps to minimize the risk of this happening in the future. Since the incident, we have changed system and user passwords and instituted additional email controls.

Letters will be mailed as soon as possible to impacted individuals for whom North Central has addresses, which contain more information about the incident, complimentary credit monitoring and identity protection services, and steps individuals can take to protect themselves. We have no evidence that any of the information impacted by this incident has been misused, but we wanted to make you aware of this out of an abundance of caution.

What You Can Do:

We encourage you to remain vigilant against incidents of identity theft by reviewing bank accounts and other financial statements. You can also visit the Federal Trade Commission’s website for more information on protecting your identity at consumer.ftc.gov/identity-theft-and-online-security.

For More Information:

Individuals should email Privacy@NCBHS.org with any questions. Protecting personal information is of the utmost importance to North Central, and we sincerely apologize for any concern this incident may cause.