

Notice of a Data Security Incident at Montrose Behavioral Health Hospital

Montrose Behavioral Health Hospital, Inc. (“Montrose”) is committed to protecting the confidentiality and security of the information we maintain. Montrose experienced a data security incident that was first identified on September 25, 2023 which involved information pertaining to certain patients. This notice explains the incident, measures that have been taken, and some steps patients can take in response.

Through our investigation, we determined that an unauthorized party gained access to a Montrose employee’s email account between the dates of September 25, 2023 and September 26, 2023. While in the email account, the unauthorized party accessed files that contain patient information. The information varied by patient but may have included names, addresses, dates of birth, treatment information, medication information, and/or health insurance information. For a very small number of patients, this information may have included their Social Security and/or state-issued identification numbers.

On November 24, 2023, we began mailing letters to patients whose information may have been involved in the incident. Patients whose Social Security and/or state-issued identification numbers may have been involved are being offered complimentary credit monitoring and identity protection services. Montrose established a dedicated, toll-free incident response line to answer questions that individuals may have. If you believe your information was involved and have any questions about this incident, please call 866-896-9882, Monday through Friday, 8:00 am – 6:00 pm, Central Time (excluding major U.S. holidays). For patients whose information may have been involved in the incident, we recommend reviewing the statements you receive from your healthcare providers and contacting the relevant provider immediately if you see services that you did not receive.

We take this incident very seriously and sincerely regret any concern this may cause. To help prevent something like this from happening again, we have implemented additional safeguards and technical security measures to further protect and monitor our systems.