

Notice to our Clients of Possible Unauthorized Access to Client Information

Acacia Network, Inc. ("Acacia") understands the importance of protecting the information belonging to the clients of our various programs. Regrettably, this notice involves some of that information.

On July 17, 2020, Acacia determined that an unauthorized person gained access to certain employee email accounts for a limited time between June 6, 2020 and June 12, 2020. We immediately began an internal investigation, and a computer forensic firm was hired to assist. The investigation was unable to determine whether the unauthorized person actually viewed any emails or attachments in the accounts. Out of an abundance of caution, we reviewed the emails and attachments in the accounts to identify clients whose information may have been accessible to the unauthorized person. The review determined that for some Acacia program clients, the accounts contained their name and one or more of the following: Social Security number, driver's license number, address, date of birth, financial account number, medical record number or resident identification number, health insurance information, Medicare number, provider name, treatment, prescription, and/or diagnostic information.

Please note: this incident did not impact all Acacia programs or all of their clients. Information found in the accounts belonged to only a small percentage of clients of the following Acacia programs: Bronx Accountable Healthcare Network; Bronx Addiction Services Integrated Concepts System, Inc.; Community Association of Progressive Dominicans; El Regreso, Inc.; Greenhope Services for Women, Inc.; La Casa De Salud, Inc.; Promesa, Inc.; and United Bronx Parents, Inc.

Acacia has no indication that any client information was actually viewed by the unauthorized person, or that it has been misused. However, out of an abundance of caution, Acacia began mailing letters to affected clients on February 22, 2022, and has established a dedicated call center for clients to call with questions. If any clients have questions about this incident, please call (855) 568-2157, Monday through Friday, between 9:00 a.m. and 6:30 p.m. Eastern Time, excluding major U.S. holidays.

Acacia recommends that its clients review any statements that they receive from their healthcare providers and health insurers. If clients see any services they did not receive, please contact the provider or insurer immediately. For eligible clients whose Social Security number or driver's license number was found in the email accounts, Acacia is offering complimentary credit monitoring and identity protection. Information about enrollment will be included in the notification letters sent to those individuals.

Acacia deeply regrets any inconvenience or concern this incident may cause. Acacia continually evaluates and modifies its practices to enhance the security and privacy of clients' information. To help prevent something like this from happening in the future, Acacia is reinforcing employee training on privacy and security and is instituting additional security measures.