

Notice to our El Regresso Clients of Ongoing Investigation into Possible Unauthorized Access to Client Information

El Regresso, Inc. is investigating a recent email incident that may have involved client information.

On March 20, 2020, El Regresso determined that an unauthorized person gained access to an employee's email account for a limited amount of time on March 4, 2020. We immediately took steps to secure the account and began an investigation, which is ongoing. A leading computer forensic firm has been hired to assist.

The investigation was unable to determine whether the unauthorized person actually viewed any emails or attachments in the account. El Regresso is in the process of reviewing the emails and attachments in the account to identify clients whose information may have been accessible to the unauthorized person. El Regresso expects that some client information was contained in the account, including clients' name, dates of birth, medical record numbers, and clinical information.

El Regresso continues to investigate this incident and anticipates notifying affected clients in the coming weeks. Although we have no indication that any client information has been accessed or misused, out of an abundance of caution, El Regresso has established a dedicated, toll-free call center for clients to call with questions. If any clients have questions about the incident, please call 1-844-975-2603, Monday through Friday, from 9:00 a.m. and 6:30 p.m. Eastern Time.

El Regresso recommends that clients review any statements that they receive from their healthcare providers. If a client identifies a charge for any services that he or she did not receive, they should contact the provider immediately.

El Regresso deeply regrets any inconvenience or concern this incident may cause you. We continually evaluate and modify our practices to enhance the security and privacy of our clients' information. To help prevent something like this from happening in the future, we are reinforcing employee training on privacy and security and are instituting additional security measures.