

Notice of Data Security Incident

New Braunfels Regional Rehabilitation Hospital is committed to protecting the confidentiality and security of the information we maintain. We experienced a data security incident that involved information pertaining to certain patients. This notice explains the incident, measures that have been taken, and some steps patients can take in response.

On February 1, 2024, we were alerted to unusual activity in our Information Technology (“IT”) environment. In response, we promptly secured and isolated our IT systems. We also commenced an investigation with assistance from a third-party cybersecurity firm and have been in communication with law enforcement.

Through our ongoing investigation, we determined that an unauthorized party gained access to our IT network between the dates of January 16, 2024 and February 4, 2024. While in our IT network, the unauthorized party accessed and/or acquired files that contain information pertaining to certain patients, including their names and one or more of the following: addresses, dates of birth, medical record numbers, health insurance plan member IDs, claims data, diagnosis, and/or prescription information. For some patients, this information may have included their Social Security and/or driver’s license numbers.

On March 29, 2024, we began mailing letters to patients whose information may have been involved in the incident. Patients whose Social Security and/or driver’s license numbers may have been involved are being offered complimentary credit monitoring and identity protection services. In addition, we established a dedicated, toll-free incident response line to answer questions that individuals may have. If an individual believes their information was involved and have any questions about this incident, please call 844-563-2187, Monday through Friday, between 9:00 a.m. – 9:00 p.m., Eastern Time, except for major U.S. holidays.

For patients whose information was involved in the incident, we recommend reviewing the statements you receive from your health plan and contacting your health insurer 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, and will continue to adopt, additional safeguards and technical security measures to further protect and monitor our systems.