Autism Home Support Services
Illinois | Michigan | Colorado

August 1, 2017

Dear AHSS Families:

At Autism Home Support Services ("AHSS") we value our patients and take the privacy and security of our patients' personal information seriously. On March 28, 2017, we discovered that an AHSS employee received and clicked on an icon in a phishing email that she believed came from a valid source. As a result, emails were sent to the employee's contacts, which included AHSS patients and personal contacts of the employee. On March 28 and March 30, 2017, we sent email correspondence notifying impacted individuals that AHSS was the victim of a phishing email scam on March 28, 2017. If you were impacted by this incident, you may have received a notification email from us on these dates.

As soon as we became aware of the incident, we initiated an investigation to determine the scope of the incident and the impact on our patients. Based on our investigation, the only information that may have been impacted by this incident is email addresses and in some cases, full names. Highly sensitive information such as social security numbers and financial information were not compromised.

To mitigate any potential harm to our patients, AHSS took the following steps:

- Immediately sent an email alert to all email addresses sent the phishing email instructing users to delete the suspicious email.
- The AHSS email password for the employee whose account was compromised was changed and her accounts were temporarily suspended.
- An email filter was created to prevent others from receiving any emails with the subject "Respite Resources in your area from AHSS".
- The phishing link in the email was reported to Google to display a warning splash page in the event email receivers clicked the suspicious link.
- A phishing education reminder of how to safeguard information was distributed to AHSS employees on April 3, 2017.
- All full-time AHSS employees were required to turn on Google's 2-step password verification to better protect AHSS against future threats.

To date, AHSS has not received any reports of further use or disclosure of any patients' information beyond the use of the email address to send the March 28th phishing email. Nevertheless, AHSS encourages its patients to closely monitor their email accounts.

AHSS sincerely regrets that this incident occurred and apologizes for any inconvenience it may have caused our patients. If you believe you may have been impacted by this incident, please contact us at 1-844-247-7222 for more information.

As a Covered Entity under HIPAA, AHSS is providing this notice in accordance with HIPAA Breach Notification Rule, 45 CFR §§ 164.400-414.

Sincerely,

Laura K. McKee

Laura McKee
CEO