

B O U L D E R

NEUROSURGICAL & SPINE

A S S O C I A T E S

Website Notice

Boulder Neurosurgical & Spine Associates (“BNA”) is notifying patients whose information may have been involved in a recent business email compromise incident.

On September 21, 2021, BNA detected a compromise to one of its business email accounts. BNA quickly engaged cyber security experts and a leading incident response team to secure the subject email account, assess the extent of the unauthorized activity, and remediate any damage caused by the incident. A third-party IT forensic firm also launched an investigation to determine what, if any, information could have been compromised in the incident.

Although BNA found no evidence that patient information was specifically accessed or misused, the investigation confirmed that there was unauthorized access to an email account that contained personal health information. This may have included names, dates of birth, and medical records. Addresses and social security numbers were not compromised in the incident.

BNA is beginning to mail notification letters to involved individuals and will be providing them with information about this incident and guidance on how they can help protect their information. While there is no indication that any data has been used to commit fraud or identity theft, BNA is providing complimentary credit monitoring and identity theft protection services to patients. Patients also are encouraged to review statements from their healthcare providers or health insurers and contact them immediately if they see any medical services they did not receive.

BNA regrets any concern or frustration this incident may cause its patients, and is continuing to take steps to enhance the security of its systems, including implementing enhanced endpoint detection and 24/7 threat monitoring, and providing additional training and education to its staff. Individuals with questions may contact the confidential, toll-free inquiry line at 1-833-820-0974.