

Notice To our Clients and Their Guardians About an Email Incident

Living Innovations, a service of Mosaic, is committed to protecting the confidentiality and security of our clients' information. This notice is to inform our clients and their guardians, where appropriate, of a recent email phishing incident that may have involved some of that information.

On June 7, 2022, Living Innovations became aware of unauthorized access within our employee email environment. With the assistance of a cybersecurity firm, we determined that an unauthorized person gained access to a small number of employee email accounts between June 6 and June 14, 2022. The evidence suggests that this was an attempt to induce a fraudulent invoice payment—and not to access client information. However, because we could not rule out that client information may have been viewed, we reviewed all emails and attachments in the mailboxes. Our review identified client health insurance or Medicaid information, Social Security numbers, and limited information related to services received at Living Innovations.

Living Innovations is mailing letters to all affected clients. If you believe you are affected by this incident, and do not receive a letter by September 12, 2022, please call (833) 559-0155, Monday through Friday 8 am – 10 pm CST, Saturday and Sunday 10 am – 7 pm CST (excluding major U.S. holidays). Please be prepared to provide Experian with Engagement Number: **B058858**. Although we have no indication that any information will be misused, in an abundance of caution, we are recommending clients and their guardians review healthcare statements for accuracy and report any services not received to the insurer. We are also offering complimentary credit monitoring and identity theft protection services to those who are eligible.

Living Innovations takes client privacy and confidentiality very seriously. To help prevent something like this from happening again, we strengthened our email security protocols and will provide additional training to our employees on how to detect and avoid phishing emails.