



# KENTUCKY COUNSELING CENTER

Kentucky Counseling Center (KCC) recently investigated a reported privacy incident and provided notification to affected patients. On January 4, 2019, a former staff member reported receiving an email containing a link to a list of Kentucky Counseling Center KCC patients. Based on KCC's investigation to date, we believe a staff member took the list without authorization from our computer system on December 6, 2018. We believe that same individual used an anonymous Internet file sharing service to email the list to the former KCC staff member who then reported it to KCC. The individual we believe to be responsible for the email is no longer working with KCC.

While we do not believe the individual took the list to cause harm to individuals on the list, we wanted to make patients aware of these circumstances out of an abundance of caution. The type of information on the list varied for different people, but may have included the following: name; address; date of birth; email; phone number; sex; Social Security Number; marital and employment status; insurance payer and insurance number. **The list did not include any clinical information other than the date of the last and/or next appointment for some individuals; and, in some cases, the names of KCC clinicians involved in an individual's care.** KCC has taken steps to prevent this type of event from happening in the future, including strengthening password requirements and implementing multi-factor authentication for computer system access.

KCC is providing credit monitoring at no cost to patients for one year. KCC mailed letters to affected individuals with information on enrolling in these monitoring services. KCC recommends patients remain vigilant to the possibility of fraud and identity theft by reviewing account statements and monitoring free credit reports for unauthorized activity. Patients may also contact the three nationwide credit reporting agencies using the contact information below to receive a free credit report:

P.O. EquifaxBox 740241	Atlanta, GA 30374 <a href="http://www.equifax.com">www.equifax.com</a> 1- 800-685-1111	P.O. Box 2002 Allen, TX 75013 Experian <a href="http://www.experian.com">www.experian.com</a> 1-888-397-3742	P.O. TransUnionBox 1000	Chester, PA 19016 <a href="http://www.transunion.com">www.transunion.com</a> 1- 800-888-4213
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Individuals who suspect identity theft has occurred should contact local law enforcement authorities to file a police report. Individuals can also contact the Federal Trade Commission [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or state Attorney General. The Federal Trade Commission provides information on steps an individual can take to avoid identity theft. Individuals can also obtain additional information from the credit reporting agencies above or the Federal Trade Commission about placing a fraud alert or security freeze on their credit reports.

KCC has established a toll-free number for patients who have questions that will be available Monday through Friday from 9:00 AM to 9:00 PM Eastern Time. The toll-free number to call is 877-431-9928.

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Notice of Privacy  
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## HOURS & INFO

Administrative Office

Kentucky Counseling Center, LLC

4835 Poplar Level Road Suite 110

Louisville, KY 40213

Phone: 855-591-0092

Fax: 502-631-9660

Administration Hours: Monday-Friday: 8am-6pm

\*Appointments are scheduled based on provider availability. KCC typically has openings every day of the week with evening hours upon request.