

Notice of Email Phishing Incident

On March 21, 2025, Fox Valley Physical Therapy's practice management services vendor ("Vendor"), which assists Fox Valley with administrative services, notified Fox Valley that the Vendor had experienced an email phishing incident that resulted in unauthorized access to information pertaining to some of our patients.

The Vendor first became aware of the incident on January 21, 2025, after identifying unusual activity in one of its employee's email accounts. Upon learning of this, the Vendor secured their employee's account and immediately launched an investigation with the assistance of a third-party forensic investigation firm.

Through its investigation, the Vendor determined that an employee accidentally disclosed their email account credentials in response to a phishing email that they thought was legitimate. As a result, an unauthorized party used the credentials to access the employee's email account and SharePoint instance between December 19, 2024 and January 27, 2025. Although the likely purpose of the unauthorized access was to fraudulently obtain funds, not to access personal information, while in the email account and SharePoint instance, the unauthorized party accessed certain emails, attachments, and SharePoint files. The Vendor reviewed the emails, attachments, and SharePoint files that were accessed and determined that one or more contained sensitive information, including names and one or more of the following: dates of birth, mailing addresses, patient account / patient billing numbers, medical record numbers, dates of service, provider names, health insurance information, and/or diagnosis information.

On or around March 28, 2025, Fox Valley instructed the Vendor to provide notifications on its behalf.

On April 14, 2025, the Vendor mailed letters to individuals whose information was involved in the incident. If an individual believes their information was involved and have any questions about this incident, please call 855-659-0090, Monday through Friday, between 8:00 a.m. – 8:00 p.m., Central Time, except for major U.S. holidays.

For individuals whose information was involved in the incident, we recommend that they review the statements they receive from their healthcare providers and health insurance plans. If they see any services that were not received, they should contact the provider or health plan immediately.

We regret any inconvenience or concern this incident may cause and take this matter seriously. To help prevent something like this from happening again, the Vendor is providing additional cybersecurity training to its staff.