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November 5, 2024

Dear [REDACTED]:

Planned Parenthood of Montana takes the confidentiality of our patients' information very seriously. Unfortunately, we are writing to inform you of an incident involving some of that information.

What Happened?

On August 28, 2024, PPMT learned that some of our systems were subject to unauthorized access. We immediately took steps to secure our systems, began an investigation with the assistance of cybersecurity partners, and notified law enforcement. On September 6, 2024, we determined that an unauthorized person gained access to our network and acquired certain files that contained patient information. The files were acquired between August 24, 2024 and August 28, 2024.

What Information Was Involved?

We reviewed the documents involved and determined that one or more files may have contained your information, which may have included your name, address, date of birth, medical record number, health insurance information, provider name(s), date(s) of service, diagnosis information, treatment information, and/or prescription information.

What You Can Do.

We recommend that you review the statements you receive from your healthcare providers and health insurer. If you see charges for services you did not receive, please call the issuer immediately.

What We Are Doing.

We have extensive security measures in place, and we continuously take steps to enhance the security of our systems and the data entrusted to us. To help prevent a similar incident from occurring in the future, we have implemented, and will continue to adopt, additional safeguards to further protect and monitor our systems.

For More Information.

We deeply regret that this incident occurred and any concern it may cause you. If you have any questions, please call (888) 479-9996, available Monday through Friday, between 6:00 a.m. and 4:00 p.m. Mountain Time.

Sincerely,



Martha Fuller, CEO
Planned Parenthood of Montana