

New Bedford Jewish Convalescent Home, Inc. Notifies Individuals of Data Security Incident

New Bedford Jewish Convalescent Home, Inc. (“NBCH”) is committed to maintaining the privacy and security of information. NBCH recently notified individuals of a data security incident involving access to one employee email account by an unauthorized third-party.

Upon learning of this issue, NBCH immediately commenced a prompt and thorough investigation, working closely with external cybersecurity professionals. After an extensive forensic investigation and manual document review, NBCH discovered on January 13, 2021 that the email account that was accessed between September 29, 2020 and October 12, 2020 contained identifiable personal and/or protected health information. NBCH has no evidence to suggest that any information has been misused. However, out of an abundance of caution, NBCH issued notices to anyone whose information was contained in the accessed account.

The accessed email account contained the personal and protected health information of certain residents, including their names, dates of birth, addresses, dates of death, medical treatment information, medical diagnosis/clinical information, doctor name, prescription information, health insurance information, patient account number, and medical record number. A limited number of individuals’ Social Security numbers, driver's license numbers, and financial account information were also contained in the impacted email account. This incident does not affect all patients and residents of NBCH and not all of these identifiers were included for each notified individual.

NBCH sent notification letters to each potentially affected individual for whom it has enough information to determine a physical address. Notified individuals should monitor insurance statements for any transactions related to care or services that have not actually been received. For the individuals whose Social Security numbers were impacted, complimentary credit monitoring was offered.

Since the date of this incident, NBCH has taken significant measures to improve its technical safeguards in order to minimize the risk of a similar incident in the future, including implementing multi-factor authentication on its email.

For further questions or additional information regarding this incident, or to determine if you may be impacted, NBCH has set up a dedicated toll-free response line for patients, residents, and guarantors to ask questions. The response line can be contacted at 1-888-603-9444 and is available Monday through Friday, 8 am to 5 pm Eastern Time.