

Elkins Rehabilitation & Care Center Notifies Individuals of Possible Data Security Incident

Elkins, West Virginia – ERCC has become aware of a data security incident that may have resulted in unauthorized access to some resident and employee information. At this time, there is no evidence of any attempted or actual misuse of any information. However, we are notifying all residents and employees whose information may have been accessed in order to (1) provide details of the incident, (2) our response to the incident, and (3) provide resources to help protect any residents and employees in the event they were affected. We have mailed letters to potentially impacted individuals, which include information about the incident and steps you can take to protect your personal information. Continuing to maintain your trust is a top priority at ERCC, and we sincerely apologize for any inconvenience or concern this incident may cause you.

In February of 2019, we found evidence to suggest that a limited number of ERCC's employee email accounts may have been inappropriately accessed. We immediately notified our information technology team, who undertook an internal investigation and found evidence to suggest that malware infected several systems within our computer network between February 4, 2019 and February 7, 2019. Our information technology team quickly moved to clean the infection, reset all users' passwords, and identify the type of malware. Once we learned that the specific type of malware has the ability to extract emails, we engaged an e-discovery expert to review the contents of the affected email accounts.

On July 1, 2020, after a thorough and full search of the compromised accounts was completed, we discovered that the affected email accounts may have contained information about some of our current and former residents and employees, including first and last names in combination with one or more of the following attributes: limited protected health information, Social Security numbers, and/or driver's license numbers. Once again, we have no evidence of any attempted or actual misuse of anyone's information as a consequence of this incident. Nonetheless, we are informing our residents and employees of this incident out of an abundance of caution.

In light of this incident, we are offering complimentary identity theft restoration and credit monitoring services through Kroll to help protect any impacted current and/or former residents and employees for a certain period of time. ERCC encourages individuals who think their information may be at risk to call (844) 929-2285 Monday through Friday, 9:00 a.m. to 6:30 p.m., Eastern Time.

At ERCC we take the security of all information in our control seriously, and are actively taking steps to help prevent a similar event from occurring in the future. Such steps include, but are not limited to, (1) replacing the affected hard drives, (2) installing and updating anti-virus and anti-malware software on all computers, (3) providing staff with ongoing security awareness training, and (4) working cooperatively with related government agencies. We have and will continue to proactively invest our resources to improve our data protection capabilities. We sincerely regret any inconvenience or concern that this matter may cause you and remain dedicated to ensuring the privacy and security of all information in our control.

Sincerely,

Tara Shaver, RN, BSN, NHA
Administrator

Elkins Rehabilitation & Care Center