

Substitute Notice

On July 1, 2025, an employee at Outcomes noticed suspicious activity in their Outcomes email account and reported it to the Outcomes security team, which promptly took action to secure the account and engaged third-party specialists to help investigate the matter. No other email accounts were affected by this incident.

Outcomes learned from their investigation that during approximately one hour of unauthorized access to the account, various files and emails were accessed. To date, Outcomes is not aware of any misuse of that data.

Outcomes conducted a data review to determine if any of the accessed items contained personal information. It was determined that one of the accessed items included names and one or more of the following:

- demographic information, including date of birth, gender, phone number and/or state.
- health insurance information, including health plan, service date, health care ID, diagnosis, and/or other medication information.

Social Security numbers were **not** involved.

Most impacted individuals will receive notice directly from Outcomes about this event, but a limited number of individuals could not be contacted therefore this substitute notice is being provided.

For more information visit www.outcomes.com. If you have any questions or concerns, please call toll-free at 877-332-1681, Monday through Friday, 9 a.m. to 9 p.m. Eastern Time, except holidays.