Notice of Data Security Incident

Onix Group is committed to protecting the privacy and security of the information it maintains on behalf of its employees, affiliates, and companies for whom Onix provides services. Regrettably, Onix recently experienced a cybersecurity incident that involved some of that information. This notice explains the incident and the measures taken in response.

On March 27, 2023, Onix experienced a ransomware incident that affected its internal computer systems. Onix took immediate action to secure its systems and launched an investigation with help from cybersecurity experts. The investigation determined that an unauthorized person accessed the network between March 20, 2023 and March 27, 2023, corrupted certain systems, and removed a subset of files.

The information contained in the files varied by individual, but may have included individuals' names, Social Security numbers, dates of birth, and scheduling, billing, and clinical information regarding their care at one of the above-listed healthcare providers. The files also contained information maintained for human resources purposes, including names, Social Security numbers, direct deposit information, and health plan enrollment information.

Onix mailed letters to affected individuals on behalf of the following: Addiction Recovery Systems, Cadia Healthcare, Physician's Mobile X-Ray, Onix Group, and Onix Hospitality Group. If you believe you are affected by this incident and do not receive a letter by June 25, 2023, please call the dedicated, toll-free call center, available at (866) 547-0496, 9:00 am – 6:30 pm, Eastern Time, Monday through Friday, excluding major U.S. holidays.

Onix takes the privacy and security of the information in its care very seriously and sincerely regrets any inconvenience this incident may cause. To help prevent something like this from happening again, Onix strengthened the security of its systems and will continue enhancing its protocols to safeguard the information in its care.