

Reliant Rehabilitation (“Reliant”) provides rehabilitation services to residents at residential living facilities in Hawaii and throughout the country. Reliant is committed to protecting the security and confidentiality of the information provided to us. Regrettably, this notice concerns an incident involving some of that information.

On January 22, 2021, Reliant notified some of its residential facility partners of unauthorized access to a Reliant employee’s email account, which Reliant discovered on November 24, 2020. Reliant immediately took steps to secure the account and began an investigation. A third-party forensic firm assisted in the investigation and the investigation determined that the unauthorized access happened over approximately a 3-hour period on November 24, 2020. Reliant then conducted a detailed review of the contents of the email account and determined that some residents’ information was contained in the account, which may have included demographic information, such as names, addresses, dates of birth, and ages, clinical information, such as diagnoses and treatment information, and health insurance information.

This incident did not affect all residents, but only some with information contained in the Reliant employee’s email account. Reliant mailed letters to residents who had information in the email accounts in March, 2021. Reliant recommends that residents review the statements they receive from their health insurer. If they see charges for services they did not receive, they should contact the insurer immediately. If a resident believes they are affected and do not receive a letter, please call 1-855-515-1701, from 8:00 a.m. to 5:00 p.m. Hawaii Standard Time, Monday through Friday.

Reliant has no indication that any information was misused in any way and deeply regrets any inconvenience or concerns this may cause for the residents. To help prevent something like this from happening in the future, Reliant has enhanced its security protocols for email access.