

A Notice to Our Clients

The South Alabama Regional Planning Commission (“SARPC”) is committed to protecting the privacy and security of the information in our care. Regrettably, this notice concerns a computer security incident involving some of that information.

We recently found out that someone accessed our computer system without authorization. We worked with law enforcement and a cybersecurity company to investigate the incident and make sure that our system was secure. The investigation determined that on August 6, 2025, copies of some files were taken from our computer system. These files included information about our Medicaid waiver programs, so we notified the Alabama Department of Senior Services (“ADSS”) on January 28, 2026. This incident did not involve the ADSS computer systems.

The information involved varied by individual but included client names, Social Security numbers, Medicaid numbers, and medical information related to eligible services.

We are mailing letters to clients whose information may have been involved and providing an offer of free credit monitoring. If you believe you are affected by this incident and do not receive a letter by April 16, 2026, please call our dedicated assistance line at 1-844-425-7450, Monday through Friday between 8:00 am and 5:30 pm Central Time, excluding major U.S. holidays

We take this matter very seriously, and we are continually making our computer systems more secure.