

Boudreaux's Pharmacy Website

Notification of Data Security Incident

March 21, 2025 - On or around January 25, 2025, Boudreaux's Pharmacy ("Boudreaux's"), experienced a network disruption that impacted certain systems and immediately began investigating with the assistance of third-party computer forensic specialists. The investigation determined that certain data was accessed by an unauthorized party. We then conducted a review of the types of information potentially impacted by this event and Boudreaux's has confirmed that a limited amount of protected health information may have been impacted in connection with this event.

The types of information impacted may include individuals' first and last name in combination with address information, telephone number, date of birth, prescription information, health insurance information, prescription cost information, and in very limited instances email address and Social Security number. Boudreaux's has established a dedicated call center to answer questions about the event and to address related concerns. The number for the dedicated call center is 1-833-998-8070. You may also contact us by writing to 2551 Greenwood Road, Suite 110, Shreveport, LA 71103.

In response to this event, Boudreaux's has implemented additional security measures within its network and facilities and is reviewing its current policies and procedures related to data security. Although Boudreaux's has no evidence of actual misuse of information as a result of this event, it is always prudent to review health care statements for accuracy and report any services or charges that were not incurred to the provider or insurance carrier. As a best practice, individuals are encouraged to remain vigilant against incidents of identity theft by reviewing account statements for suspicious activity and to detect errors.

Individuals may also place a fraud alert or credit freeze by contacting the credit reporting agencies: TransUnion 1-800-680-7289, P.O. Box 2000 Chester, PA 19016, transunion.com; Experian 1-888-397-3742, P.O. Box 9554 Allen, TX 75013, experian.com; Equifax 1-888-298-0045, P.O. Box 105069 Atlanta, GA 30348, equifax.com. Individuals can further educate themselves regarding identity theft, fraud alerts, credit freezes, and steps to protect their personal information by contacting the credit reporting bureaus, the Federal Trade Commission ("FTC"), or their state attorney general. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should also be reported to law enforcement, the state attorney general, and the FTC.