

CIOX HEALTH NOTICE OF EMAIL SECURITY INCIDENT

WHO IS CIOX HEALTH?

Ciox Health (“Ciox”) is a vendor that contracts with healthcare organizations, such as Carle Foundation Hospital and clinics, to provide release of information services for our Health Information Management Department.

WHAT HAPPENED?

An unauthorized person accessed one Ciox employee’s email account between June 24, 2021, and July 2, 2021, and during that time may have downloaded emails and attachments in the account. Ciox reviewed the account’s contents to determine whether sensitive information was contained in the account. On September 24, 2021, Ciox learned that some emails and attachments in the employee’s email account contained limited patient information related to Ciox billing inquiries and/or other customer service requests. Ciox completed their review on November 2, 2021. Ciox notified Carle Foundation Hospital of the incident on December 13, 2021. Carle Compliance reviewed Ciox source documents and notified identifiable patients via first class mail on February 10, 2022.

WHAT INFORMATION WAS INVOLVED?

The information potentially exposed included patient name, record requestor and recipient names, invoice number for the record request and date of the request. Financial information was **not** included nor any other health related information. It is important to note that the Ciox employee whose email account was involved did not have direct access to the electronic medical record system of any Carle provider or facility.

WHAT IS CIOX DOING?

Ciox takes the privacy and confidentiality of the information it maintains very seriously, and evaluated their security procedures against industry best practices. To help prevent something like this from happening again, they have and will continue to identify opportunities to implement additional procedures to further strengthen their email security, including by providing enhanced cybersecurity training to their employees.

WHAT CAN YOU DO?

While the investigation did not find any instances of fraud or identity theft that have occurred as a result of this incident, Ciox is providing resources involved individuals can use to help protect their information, including complimentary credit monitoring and identity protection services to the limited number of individuals whose Social Security numbers or driver’s license numbers were involved in this incident.

Ciox believes that the account access occurred for purposes of sending phishing emails to individuals unrelated to Ciox, not to access patient information. However, as a precaution, Ciox recommends individuals review statements received from their healthcare providers and health insurers. If they see charges for services they did not receive, they should contact the provider or insurer immediately.

WHO CAN I SPEAK TO?

Ciox established a dedicated, toll-free call center for questions about this incident. Concerned patients may contact their call center at (855) 618-3107 Monday through Friday, between 9:00 a.m. and 6:30 p.m., Eastern Time, excluding some major U.S. holidays.