

NOTICE OF DATA PRIVACY INCIDENT

Ciox Health, an information management services vendor, recently experienced a privacy incident that may have impacted the private health information (PHI) of 182 patients of OSF HealthCare.

WHAT HAPPENED?

The incident involved unauthorized access to a Ciox Health employee's email account. An unauthorized person accessed the 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. That email account may have contained some patient information related to the services Ciox provides to OSF HealthCare. The Ciox employee whose email account was accessed did not have any direct access to the OSF electronic medical record system.

WHAT INFORMATION WAS INVOLVED?

Ciox conducted a thorough review and determined the information involved may have included patient names, dates of birth, dates of service, Social Security numbers or driver's license numbers, health insurance information, and/or clinical or treatment information.

NOTIFICATION TO AFFECTED PATIENTS

OSF HealthCare patients whose PHI may have been accessed in this security incident will receive a letter from Ciox.

FOR MORE INFORMATION

Ciox has established a dedicated, toll-free call center for questions about this incident. The call center may be reached at (855) 618-3107 Monday through Friday, between 8 a.m. and 5:30 p.m. Central Time, excluding some major U.S. holidays. Visit [cioxhealth.com](https://www.cioxhealth.com).