

Ciox Health ("Ciox"), a healthcare information management company, that functions as a Business Associate of Eskenazi Health recently identified and addressed a security incident that involved health information of some of Eskenazi Health's patients. While we have no indication that information has been misused, this substitute explains the incident, outlines the measures that have been taken in response, and steps you can take.

**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. The review was completed on November 2, 2021, and Ciox began the process of notifying providers between November 23, 2021, and December 31, 2021. Since then Ciox has worked with providers to identify and provide notice to affected individuals whose information was identified by the review.

**What Information Was Involved?** The information involved may have included patient name, date of birth, provider name, and/or dates of service. Social Security numbers and financial information were **not** included.

**What Ciox is Doing.** Data privacy and security are among Ciox's highest priorities, and Ciox has extensive measures in place to protect information entrusted to them. To help prevent similar incidents from happening in the future, Ciox is implementing additional procedures to further strengthen their email security and are providing additional training to their employees about how to identify and avoid suspicious emails.

**What You Can Do.** While the investigation did not find any instances of fraud or identity theft that have occurred as a result of this incident, out of an abundance of caution, beginning December 30, 2021, Ciox will be working with their customers to notify patients whose information was reflected in the emails and/or attachments and for whom we had sufficient contact information.

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.

**For More Information.** Ciox has also 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 9:00 a.m. and 6:30 p.m., Eastern Time, excluding some major U.S. holidays.