



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>

Dear <<first_name>> <<last_name>>:

Ciox Health (“Ciox”) contracts with healthcare organizations to provide health information management services. We place a high value on maintaining the privacy and security of the information we maintain for our customers. Regrettably, we are writing to inform you of a security incident that involved some of your information, received in connection with the services Ciox provided for <<b2b_text_1[CE Name]>>. We advised <<b2b_text_1[CE Name]>> of this incident on <<b2b_text_2[Date of notification to CE]>>. While we have no indication that your information has been misused, this letter explains the incident, outlines the measures we have taken in response, and steps you can take.

What Happened? An unauthorized person accessed one Ciox employee’s email account between June 24 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 and/or other customer service requests. The review was completed on November 2, 2021 and confirmed that some of your information was contained in the account.

What Information Was Involved? The information involved included your name and provider name<<b2b_text_3[, as well as your [insert other data elements, if any]]>>. Your Social Security number and financial information were **not** included. It is important to note that the Ciox employee whose email account was involved did not have direct access to any healthcare provider’s or facility’s electronic medical record system.

What We Are Doing. Data privacy and security are among Ciox’s highest priorities, and we have extensive measures in place to protect information entrusted to us. To help prevent similar incidents from happening in the future, we are implementing additional procedures to further strengthen our email security and are providing enhanced cybersecurity training to our employees.

What You Can Do. We believe that the account access occurred for the purpose of sending phishing emails to individuals unrelated to Ciox, not to access your information. Still, we wanted to notify you of this incident and assure you we take this very seriously. As a precaution, we recommend you review statements you receive from your healthcare providers and health insurer. If you see charges for services you did not receive, you should contact the provider or insurer immediately.

For More Information. We regret that this incident occurred and any concern it may cause you. If you have additional questions, please call our dedicated, toll-free call center at 1-855-618-3107, Monday through Friday, between 9:00 a.m. and 6:30 p.m. Eastern Time, excluding major U.S. holidays.

Sincerely,

Elizabeth A. Delahoussaye, RHIA, CHPS
Chief Privacy Officer