

A Notice to Our Patients on a Recent Privacy Incident

Catholic Health Initiatives (CHI) is committed to protecting the security and confidentiality of our patients' health information. Regrettably, this notice is to inform our patients of an incident involving some of that information.

CHI began investigating a potential security event involving an employees' email account. The employee's email address was used to send SPAM emails inappropriately by an unknown third party on December 6, 2018. The investigation included a review of the contents of the involved email account, a review of other systems, and interviews with staff. During the security investigation, on December 12, 2018, we discovered the involved mailbox included health information, including some of your health information.

CHI's investigation revealed the information that may have been affected included patient names, addresses, phone numbers, dates of birth, health insurance information, and medical information related to care received at CHI, including treatment, diagnosis, date of service, or other provider information. In some cases, Social Security numbers and bank account information was also affected. This information was originally used in legitimate operation email correspondence by CHI employees. No electronic health records were affected.

CHI worked to mitigate the event by immediately changing the password to the involved email account and re-educated staff on password management practices. Information security also reviewed the event to identify and address other potential causes in the system that could allow this to occur.

CHI began mailing letters to affected patients on January 29, 2019. We recommend patients monitor the Explanation of Benefits they receive from their health insurers. If they see services they did not authorize, please contact the health insurer immediately. For patients' whose social security number or banking information was affected, we are offering a complimentary year of credit monitoring and identity protection services. More information on this product, including instructions on how to activate it, is included in the letter mailed to patients.

CHI sincerely regrets any inconvenience or concern this incident may have caused our patients. If you believe you may have been affected and do not receive a letter by February 28, 2019, please call 1-833-323-8628, Monday through Friday 8: 00 a.m. to 5:00 p.m. CT.