Notice of Email Security Incident

On November 22, 2021, Erie County Medical Center Corporation (“ECMCC”) received notice from one of its vendors, Ciox Health (“Ciox”), regarding the potential compromise of a Ciox employee’s email account. Ciox provides health information management services to ECMCC. Upon learning of this event, we promptly began an investigation and have been working with Ciox to understand what happened and to work to protect the privacy and security of our patients’ information. While we have no indication that anyone’s information has been misused, this notice describes the incident, shares information about Ciox’s response and outlines the measures taken in response and the steps that you can take.

For more information about this incident and Ciox’s response, please see Ciox’s notice regarding this incident on its website: https://www.cioxhealth.com/notice-of-email-security-incident

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 billing and/or other customer service requests. The review was completed on November 2, 2021 and confirmed the affected individuals whose information was contained in the compromised email account. Since notifying us of the incident, Ciox has been working cooperatively with ECMCC as we investigate the incident and give notice to the affected individuals.

What Information Was Involved? The information involved included patient names, provider names, dates of birth, and/or dates of service. In limited instances, the information involved may have also included Social Security numbers or driver’s license numbers, health insurance information, and/or clinical or treatment information.

Our Response. We take the protection of protected health and personal information seriously. We are reviewing our vendor relationships and considering ways to further strengthen our data security safeguards. Ciox reports that it is reviewing and enhancing its email security and providing enhanced cybersecurity training to its employees.

What You Can Do. While Ciox’s investigation suggests that its employee’s email account was compromised for the purpose of sending phishing emails (not to access patient information), affected individuals should remain vigilant to prevent misuse of their personal information. As a precaution, we recommend individuals review their account statements from their healthcare providers, insurers and credit card companies. If you see unauthorized charges or services you did not receive, contact the provider, insurer or Credit Card Company immediately. Individuals whose Social Security number or driver’s license number was contained in the email account are being offered complimentary credit monitoring and identity protection services, which we recommend you utilize.

For More Information. In addition to the notification letters that have been sent to affected individuals, Ciox has established a dedicated call center to answer any questions individuals have about the incident. If you believe you are affected or have questions about the incident, please call 1-(855) 618-3107, toll-free, Monday through Friday, between 9:00 a.m. and 6:30 p.m., Eastern Time, excluding some major U.S. holidays.