

ESO Solutions Breach Notice

Carle Health is deeply committed to protecting the security and confidentiality of our patient's information. This notice is to inform our Carle Health patients about an incident involving some of that information.

On, January 4, 2024, ESO Solutions, a contracted vendor providing trauma registry services to Carle Health, confirmed a cybersecurity incident involving some Carle Health patients. Based on the information received, ESO detected a ransomware attack on September 28, 2023, with the bad actor gaining access to one of their trauma registry platforms.

The impacted data varied by individual patient, but it may have contained: name, date of birth, phone number, address, patient account and/or medical record number, injury type and diagnosis information, procedure type, insurance and payer information, as well as some social security numbers. ESO Solutions has not identified any evidence that any patient information has been misused.

ESO started mailing required notices to patients impacted on December 12, 2023. Carle Health and ESO encourage anyone receiving a notification letter to take advantage of the resources offered by ESO.

Anyone may request a copy of their credit report once per year at no cost and receive information about fraud alerts and security freezes via the official Federal Trade Commission website found at www.annualcreditreport.com or by calling (877)-322-8228. You may also complete a request form at www.annualcreditreport.com/manualrequestform.action, and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You can also contact each of the major reporting agencies:

Equifax P.O. Box 740241 Atlanta, GA 303741 Ph. 1-800-685-1111

Experian P.O. Box 4500 Allen, TX 75013 Ph. 1-888-397-3742

TransUnion P.O. Box 2000 Chester, PA 19016-2000 Ph. 1-800-916-8800

Carle Health deeply regrets any concern this may cause our patients. For more information on this incident, please visit the ESO website at <https://www.eso.com/notice-of-cybersecurity-incident/>. Representatives are available to assist you with your questions regarding this incident, between the hours of 9 AM to 6:30 PM, Eastern Time, Monday through Friday, excluding holidays. Please call the help line at (866) 347-8525 with any questions you may have.