



## **Dear Valued Patient,**

We are writing to inform you that some of your information may have been accessed without permission. We apologize for any inconvenience this may cause, and this letter explains what happened, how we can help protect you, steps you can take, and steps we are taking to prevent future loss.

## **What Happened**

Cybercriminals are attacking healthcare systems with a dangerous ransomware tool named NetWalker. At the beginning of September 2021, these attacks were used on our own system. The attack used phishing emails to embed the threat configuration which then encrypted all of our connected Windows devices. All our important tools and applications were rendered as inaccessible. We believe this attack began towards the end of August 2020. Thankfully, we believe that a minimum, if any, data has been accessed as our data was securely moved into cloud storage in March 2021.

## **What Information Was Involved**

The primary goal of the cybercriminal's attack was to prevent us, Champaign Public Health, from accessing applications to provide sufficient service. However, we believe the following information could have been involved for any patient:

- Contact details (name, mailing address, email, phone number)
- Additional Personal details (gender, birthday, health information)
- Financial data (payment method, billing information)
- Health Insurance Affiliation (health insurance company, account number)

We have no reason to believe any payment card information, social security numbers or driver's license numbers were involved.

## **How Are We Protecting You**

We understand this can be a difficult time. We can ensure your information is safe with us; we encourage you to take the appropriate measures. To restore your data and our systems, we already have a defensive cyber team working through protocol to ensure all your data is safe. Our cybersecurity team is one of the best in the health care industry. Also, we know, during this time with COVID-19, emotional stress is building. Please access [www.CUHealth.org](http://www.CUHealth.org) to find resources in which we can assist you with both your physical and mental health.

Also, we are implementing new protocol among all our employees and systems. We are ensuring all our employees have extensive training on phishing emails, password protection and sensitive information handling. Doing this, will help create a culture where we securely update our passwords and applications regularly, while employees gain awareness of potential social engineering techniques developed by cyber criminals.

To ensure confidence in our security, we are adjusting our software to improve our strength against future attacks. A remote work environment is beneficial for our employees and our patients; allowing our non-essential employees to work from home allows for quick and consistent results. We decided to part ways with Pulse Secure VPNs, due to their vulnerability to ransomware attacks. Also, we have improved the security of our third-party web application components. As stated before, we are requiring our employees to immediately update systems every time an update is extracted. Lastly, our cybersecurity team is tirelessly working against our own protection to ensure our data can't be breached again.

### **We Are Here For You**

Overall, your security is our priority. By requiring daily system resets, implementing daily phishing exercises, and shredding any information regarding sensitive data and/or passwords, our culture is improving to make sure you don't have to worry about a breach again. Also, as stated before, with our cloud-based storage, your data is more secure than ever.

We are offering services such as free credit monitoring and advisors to assist you increase your own personal security. Please visit [www.CUHealth.org](http://www.CUHealth.org) for further information.

Please, if you have any concerns, please contact us at 1-888-234-5678 or [cuhealthdeptfake@cuhealth.org](mailto:cuhealthdeptfake@cuhealth.org). We are here to assist you.

Thank You,

The Champaign Public Health Team