

Notice of Cerner Data Privacy Incident

On December 16, 2025, Cerner mailed letters on our behalf to certain OSF Saint Clare Medical Center (“OSF Saint Clare”) patients whose personal information may have been involved in the Cerner data incident. Cerner had this information, as it previously provided electronic health record (“EHR”) services to Saint Clare.

On September 29, 2025, Cerner informed us that an unauthorized third party gained access to legacy Cerner systems as early as January 22, 2025, and obtained certain data. Cerner informed us that, upon learning of the incident, it initiated its incident response process and took steps to secure the impacted systems. Cerner also began an investigation, engaged external cybersecurity specialists, and notified law enforcement.

On November 3, 2025, Cerner provided us with a list of patients whose information may have been involved in this incident. The information involved in this incident may have included patients’ names, Social Security numbers, and information included within patients’ medical records, such as medical record numbers, doctors, diagnoses, medicines, test results, images, care and treatment.

We began investigating the incident in coordination with Cerner as soon as the vendor notified us about it. The security incident occurred at legacy Cerner systems. This incident did not involve a compromise of any of OSF Saint Clare’s IT systems, and it did not cause any disruption to OSF Saint Clare’s clinical operations. Cerner has provided their customers, including OSF Saint Clare, with assurances regarding the steps they have taken to secure their systems. Additionally, OSF Saint Clare no longer uses Cerner’s services.

We, along with Cerner, are offering complimentary identity monitoring services to patients. Additionally, it is always a good idea for patients to review statements they receive related to their healthcare provider or health insurer. If they identify charges for services they did not receive, they should contact the healthcare entity or health insurer immediately.

Cerner has also established a dedicated, toll-free call center to help answer questions about the data incident. The call center can be reached at 866-362-1840 toll-free Monday through Friday from 8 am – 8 pm Central (excluding major U.S. holidays). Please be prepared to provide the engagement number B156023.