

January 7, 2026

## **Subject: Notice of Data Security Incident**

«GreetingLine»

We are writing to inform you of a recent data security incident at TriZetto Provider Solutions that may have involved some of your personal and/or protected health information (PHI). As our patient, we take the privacy and security of your data very seriously and sincerely apologize for any concern or inconvenience this may cause. TriZetto is a data clearinghouse vendor for OCHIN Epic, operators of our electronic health record system.

### **What Happened?**

On October 2, 2025, TriZetto discovered that an unauthorized third party gained access to their network on or about November 2024 leading to a security incident involving some of our patients. The breach/unauthorized access was contained on or about October 2, 2025.

### **What Information Was Involved?**

TriZetto's investigation determined that the following types of information may have been accessed:

- Full Name, Address, Date of Birth, Social Security Number (SSN)
- Health Insurance Information, provider name, primary insured or dependent information, and other demographic information
- No payment card or bank account information was involved.

### **What TriZetto Has Done/Is Doing**

- TriZetto immediately launched an investigation with leading cybersecurity experts.
- They have secured their systems, notified law enforcement, and implemented enhanced security.
- They are offering 12 months of complimentary credit monitoring, fraud consultation, identity theft restoration services, and access to toll-free support.

### **What You Can Do**

- **Place a Fraud Alert:** Contact one of the major credit bureaus (Experian, Equifax, TransUnion); they will notify the others.
- **Review Statements:** Carefully check bank and health insurance statements for suspicious activity.
- **Enroll in Credit Monitoring:** Kroll credit monitoring services will be available at no charge. TriZetto/Kroll will mail you a letter in February 2026.

### **For Questions or Concerns**

Please do not hesitate to contact the undersigned if you have questions regarding this matter for us at Open Door.

Sincerely,



Joseph Ohens  
Chief Compliance, Privacy, and Risk Officer  
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«AddressBlock»