



SAN FRANCISCO  
COMMUNITY  
HEALTH CENTER

## DATE

Dear {FirstName} {LastName},  
{Street Address}  
{City}, {State}, {Zip code}

Dear [Patient Name],

San Francisco Community Health Center (SFCHC) is writing to inform you of a data breach involving your personal health information. SFCHC takes the privacy and security of your personal health information seriously and is providing this notice in accordance with California Health and Safety Code section 1280.15.

## What Happened

On December 12, 2025, San Francisco Community Health Center (SFCHC) was notified by OCHIN, its business associate that supports SFCHC's Epic electronic health record system, of a data security incident involving one of OCHIN's subcontractors, TriZetto Provider Solutions (TriZetto), a healthcare eligibility and claims clearinghouse.

While SFCHC's own systems were not directly accessed, protected health information belonging to SFCHC's patients was involved. SFCHC is providing this notice in accordance with state and federal law.

Based on information provided to SFCHC, the incident involved unauthorized access to certain TriZetto systems that began in November 2024. TriZetto identified and contained the incident and secured its systems on October 2, 2025. In conjunction with a cybersecurity expert, TriZetto determined that an unauthorized actor gained access to certain historical eligibility reports containing protected health information on its web portal dedicated to real-time eligibility verification for patients seeking access to health insurance. OCHIN became aware of the incident on December 9, 2025, and notified SFCHC on December 12, 2025, at which time SFCHC received a list of potentially affected patients. Upon receiving this information, SFCHC promptly began its investigation, mitigation, and notification process.

Based on the information provided, your information may have been involved in this incident.

## What Information Was Involved

The information involved may have included one or more of the following:

[sfcommunityhealth.org](http://sfcommunityhealth.org)

TEL: 415-292-3400  
FAX: 415-292-3404

**MAIN OFFICE**

730 Polk Street, 4th Floor  
San Francisco, CA 94109

**WELLNESS CLINIC**

726 Polk Street, 4th Floor  
San Francisco, CA 94109

**TRANS THRIVE**

1460 Pine Street  
San Francisco, CA 94109

**DENTAL CLINIC**

1800 Market, Suite 401  
San Francisco, CA 94102

**TAIMON BOOTON  
NAVIGATION CENTER**

Emergency Shelter

**CAPACITY BUILDING ASSISTANCE (CBA)  
& API LGBTQ PROGRAMS**

645 Larkin Street, San Francisco, CA 94109



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- Full Name, Address and Date of Birth
- Social Security Number
- Health insurance information (member number, health insurer name, provider name, primary insured and dependents)

The incident did NOT affect any payment card, bank account, or other financial information.

## What You Should Do

While there is no current evidence of misuse, we are notifying you so that you can take action which will help to minimize or eliminate potential harm. We strongly advise you to take preventive measures to help prevent and detect any misuse of your information. As an initial precaution, consider taking the following simple steps to monitor your health and financial information.

- Review your health insurance statements and explanation of benefits (EOBs) for any unfamiliar services or charges.
- Contact your health plan if you notice suspicious or incorrect activity.
- Keep copies of medical and insurance records for reference.
- Review your credit reports. Under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

## What SFCHC Is Doing

SFCHC takes this matter very seriously and has taken the following actions:

- SFCHC is working with OCHIN and TriZetto to ensure an accurate account of the information impacted by this incident.
- SFCHC will be working with TriZetto's breach disclosure firm, Kroll Inc., to provide individuals with additional information and services regarding the incident. These materials are expected to be sent to impacted individuals by February 9, 2026.

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## What TriZetto Is Doing

Beginning on or around January 5, 2026, TriZetto will provide a dedicated toll-free call center for questions at (844) 572-2724, Monday through Friday between 8:00 a.m. and 5:30 p.m. CT, excluding major U.S. holidays.

On or around February 9, 2026, TriZetto will send you a separate letter with additional details regarding the breach and information about free credit monitoring, fraud consultation, and identity theft restoration services.

These services will be directly provided by TriZetto through their contract with Kroll.

## For More Information

If you have questions or would like additional information, please contact us using one of the methods below:

San Francisco Community Health Center (SFCHC)

Phone Number: 415-292-3400

Email: [Compliance@sfcommunityhealth.org](mailto:Compliance@sfcommunityhealth.org)

Mailing Address: 730 Polk Street, 4<sup>th</sup> Floor, San Francisco, CA 94124

We understand the concern this situation may cause and appreciate your trust in San Francisco Community Health Center. Protecting your health information remains a top priority for us.

Sincerely,

Daniel O'Neill, MD, MBA  
Chief Medical Officer and Privacy Officer

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