



December 24, 2025

NOTICE OF DATA BREACH

Dear [Patient]:

We are writing to inform you about a recent cybersecurity incident that may have involved some of your protected health information. Protecting your privacy and the security of your health information is very important to us, and we want to be transparent about what occurred, what we are doing in response, and what you can do to protect yourself.

What Happened?

On December 10, 2025, our business associate, OCHIN notified us of a cyber security incident involving one of their subcontractors, Trizetto Provider Solutions ("TPS"). This incident involved a data compromise by an unauthorized party of TPS's information systems housing patient insurance eligibility and related information, with unauthorized access beginning in November 2024. TPS confirmed there had been no unauthorized access after October 2, 2025.

What Information Was Involved?

TPS and OCHIN reported the affected data may have included the patient's name, date of birth, Social Security number, health insurance member number (which, for some individuals, may be a Medicare beneficiary identifier), health insurer name, dependent information, and other demographic and health insurance information. The incident did not affect any payment card, bank account, or other financial information. At this time, we are not aware of any identity theft or fraud related to the use of any affected individual's information, including yours.

What We Are Doing About It

We are following OCHIN and TPS's assurances they immediately secured their systems, launched an investigation with the help of independent cybersecurity experts, and notified law enforcement. We are working closely with them and our business associate to confirm the scope of the incident and ensure that appropriate safeguards are strengthened to prevent future occurrences.

To help protect your identity, TPS is offering Single Bureau Credit Monitoring, Single Bureau Credit Report, and Single Bureau Credit Score services at no charge. They will be sending you additional information on how to enroll in credit monitoring services at no charge. Enrollment is time-sensitive, so please be on the lookout for this communication in early February.

What You Can Do

1. **Monitor your accounts** for any suspicious activity, especially related to your credit, financial accounts, and health insurance.
2. **Request a free credit report** from the major credit reporting agencies:

EQUIFAX	EXPERIAN	TRANSUNION
P.O. Box 105788 Atlanta, GA 30348 www.equifax.com 1-800-525-6285	P.O. Box 9554 Allen, TX 75013 www.experian.com 1-888-397-3742	P.O. Box 2000 Chester, PA 19016 www.transunion.com 1-800-680-7289

3. **Place a fraud alert** or freeze your credit with the credit reporting agencies if you feel that your information may be misused.

For Additional Information

TPS has set up a call center for impacted individuals, and it is currently estimated to go live February 9, 2026. In the meantime, you may contact our Privacy Officer at privacy.officer@ppnorcal.org or via phone at (925) 676-0505. You can stay up to date with the latest information by visiting our website www.ppnorcal.org.

We regret that this incident occurred and any concerns it may cause. We take the confidentiality and security of personal information very seriously and will continue to take steps to prevent a similar incident from occurring in the future.

Sincerely,

Privacy Officer