

**FOR IMMEDIATE RELEASE**

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**TriZetto Provider Solutions Security Incident**

SHEBOYGAN – On October 2, 2025, TriZetto Provider Solutions (“TPS”), a downstream vendor that provides billing-related services to healthcare providers, became aware of suspicious activity within a web portal that some of TPS’s healthcare provider customers, including Lakeshore Community Health Care, use to access its systems. Upon discovering the incident, TPS launched an investigation and took steps to mitigate the issue.

TPS determined that, beginning in November 2024, an unauthorized actor began accessing some records related to insurance eligibility verification transactions that healthcare providers process to assess insurance coverage for treatment services they provide to patients.

**WHAT INFORMATION WAS INVOLVED**

The affected data varied by individual and may have included the following information for patients and primary insureds: name, address, date of birth, Social Security number, health insurance member number (which, for some individuals, may be a Medicare beneficiary identifier), health insurer name, primary insured or dependent information, and other demographic, health, and health insurance information. The incident did not affect any payment card, bank account, or other financial information.

**MITIGATION PLAN**

After becoming aware of the incident, TPS immediately took additional protective measures to safeguard its systems and worked with leading cybersecurity experts to conduct a comprehensive investigation of the incident. TPS notified law enforcement and implemented additional security protocols designed to enhance the security of its services. TPS will be providing all required Federal and State regulatory notifications, individual notification, media notice, and credit monitoring support.

**WHAT PATIENTS CAN DO**

Impacted patients are being sent a letter from TPS, offering complimentary services to assist with credit monitoring and fraud detection. If you do not get a letter, it’s likely that your information was not exposed. Additional information may be found at [TPS Kroll website](#). Call center representatives are available Monday through Friday between 8:00 a.m. to 5:30 p.m. and can be reached at (844) 572-2725.

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*Lakeshore Community Health Care provides primary medical, dental, mental health, and pharmacy services for all, regardless of insurance status or income level. The non-profit’s mission is to provide access to high-quality, comprehensive health care and reduce health disparities for underserved people with a focus on serving low-income individuals and families, the uninsured and underinsured, and those enrolled in Medicaid (BadgerCare). For more information, visit [lakeshorechc.org](http://lakeshorechc.org).*