



December 17, 2025

[REDACTED]
OCHIN

[REDACTED]

TriZetto Provider Solutions (“we” or “TPS”) values the opportunity to provide services to OCHIN (“You”, “Your”) and Your customers, and we understand the importance of protecting the information we receive.

At Your request, this letter provides additional information about the security incident TPS recently notified You of, including our response and our offer to support affected providers with their legally required notifications.

TPS contained the incident immediately upon discovering suspicious activity on October 2, 2025, by disabling all users and IP addresses associated with the suspicious activity. TPS’s investigation, with the help of cybersecurity experts, Mandiant, determined that there is no evidence of activity within the TPS environment by the unauthorized actor since October 2, 2025. TPS and Mandiant reviewed the security of TPS’s systems and Mandiant confirmed that TPS remediated the vulnerability from the incident. TPS deployed additional recommendations from Mandiant and continues to work with Mandiant to further enhance the security of its systems. To be clear, the incident does not present an ongoing security risk to TPS’s customers.

Not all providers who use TPS services were affected. TPS and our notification vendor, Kroll, will notify Your provider customers that were affected beginning on or around January 5, 2026, if You provide Your consent and the necessary information we have described in our other communications. Affected providers will also receive additional details, including important dates and deadlines.

Affected providers notified by TPS will have access to a notification support portal hosted by Kroll where they can review their list of affected individuals, access draft notices, indicate their preference to opt in to or out of notification support, and update their affected individual’s contact information. They will also have access to a dedicated call center and technical support team from Kroll.

For providers who opt in, Kroll will mail notices to affected individuals that will include an offer for identity monitoring services at no cost—including Credit Monitoring, Fraud Consultation, and Identity Theft Restoration services—provided by Kroll, a global leader in risk mitigation and response. Notification letters to affected individuals will include a toll-free number for individuals to learn more about the incident. Kroll will operate this call center for at least 90 days from the date notification letters to affected individuals are mailed.

TPS is also offering to notify the U.S. Department of Health and Human Services Office for Civil Rights (OCR), certain state Attorneys General and privacy regulators, and (if required by

HIPAA) prominent media outlets on behalf of affected providers after they opt in. TPS will notify media outlets and the consumer reporting agencies of the incident on a general basis without specific reference to any particular healthcare provider customer.

We deeply regret any inconvenience this incident may have caused.

Sincerely,

TriZetto Provider Solutions