TriZetto Data Incident: Overview, Updates & Next Steps for OCHIN Members

3 min read

On Tuesday, December 9, 2025, OCHIN was notified by TriZetto (TPS), our data clearinghouse vendor, of a data breach that occurred and was reportedly remediated in October of this year. According to this notification, the breach impacted many of their national customers, including OCHIN.

Network reliability and security are a top priority for OCHIN. We understand that the TPS incident is a matter of urgent concern and acknowledge the serious impact it may have on you and your patients.

At this time, all OCHIN systems are secure and fully operational, and we've been informed by TPS that this incident has been remediated and any related threat regarding the incident has been eliminated.

Next Steps

- OCHIN will notify impacted members via Jira tickets and communicate additional information regarding TPS support for patient communication and compliance reporting. Please note that TPS **will be providing notification services on your behalf, in partnership with their contractor, Kroll**. Sample patient and provider notification letter PDFs are included on this page.
- Jira tickets will include a **report showing the patients that TPS has identified as being involved** in a recent data incident in their system.
- OCHIN suggests taking the following actions; however, for compliance purposes we encourage you to speak with your

Resources

- TPS Portal FAQ
- TPS Provider Letter (to be sent by Kroll 1/5/26, Dec 15 draft)
- TPS Patient Letter (to be sent by Kroll 2/9/26, Dec 9 draft)

own counsel or compliance officer to verify needed next steps. Once notified by TPS, impacted members must:

- Notify affected individuals within 60 days of awareness.
- Notify HHS:
  - Immediately if 500+ individuals affected.
  - Annually for breaches affecting fewer than 500 individuals.
- Notify State Attorneys General if required by state law (many states mandate this) within applicable state law timing requirements.

Member Office Hours: Join to Learn More

Tuesday, December 16

10:00 am PT

Meeting Link

Wednesday, December 17

2:30 pm PT

Meeting Link

Overview & Actions to Date

On October 2, 2025, TPS became aware of suspicious activity within their web portal that health care provider customers use to access TPS systems.

Upon receipt of notification of the incident on December 9, OCHIN initiated an incident response team and began conducting meetings with TPS to obtain detailed information regarding incident and

- Upon discovering the incident, TPS launched an investigation and took steps to mitigate the issue. TPS engaged Mandiant, an external cybersecurity expert, and with their help, reviewed the security of the affected web portal application and eliminated the threat to the environment.
- Analysis born out of their investigation revealed that, from November 2024 to October 2025, an unauthorized actor had access to certain historical eligibility transaction reports stored on the TPS system. There is no evidence of activity within the TPS environments by the unauthorized actor since October 2, 2025, and there is no evidence that information was downloaded. TPS has reported that:
    - The affected reports contain information about health insurance eligibility transactions, including certain protected health information of patients and primary insureds.
    - The incident did not affect any payment card, bank account, or other financial information.

notification timing and member impact.

- OCHIN has sent twice daily updates to members beginning on December 10 as we have received and validated information from the vendor.
- On December 11, we continued ongoing and escalated meetings with TPS management and legal team, urgently requesting the list of impacted patients and working to have this request escalated in their queue.
- OCHIN continued to escalate the need for a complete list of patients with all necessary demographic information with which to map patients to the correct member.
    - We received an incomplete patient list the evening of December 11; we immediately began an impact analysis and continue to escalate the need for a complete patient list on Friday, December 12.
    - An updated patient list was received on Friday morning, December 12. The OCHIN team is actively processing the data and creating individual Member Jira with more details including impacted patients.