

# IMPORTANT NOTICE: Data Security Incident

## *HIPAA Substitute Notice*

**TriZetto Provider Solutions (TPS) is providing notice of a data security incident that may have affected certain protected health information.**

### **What Happened**

On October 2, 2025, TPS discovered unauthorized access to a web portal used by healthcare providers. The investigation determined that beginning in November 2024, an unauthorized actor accessed records related to insurance eligibility verification transactions.

### **Information Potentially Involved**

The affected data may have included: name, address, date of birth, health insurance member number, provider name, health insurer name, and other health insurance information. For some individuals, Social Security numbers may have been involved. **No payment card or bank account information was affected.**

### **What We Are Doing**

TPS engaged external cybersecurity experts, notified law enforcement, and has eliminated the threat to its environment. Affected individuals are being offered complimentary credit monitoring and identity protection services through Kroll.

In order for you to receive the Kroll services, you must enroll by May 8, 2026.

### **For More Information**

If you believe you may be affected and have not received a notification letter, please call our dedicated toll-free hotline at **844-572-2725**, Monday through Friday, 8:00 a.m. to 5:30 p.m. Central Time (excluding major U.S. holidays).