

Notice of Security Incident and Potential Breach of Information

Date Posted: January 5, 2026

This notice will remain posted through at least: April 5, 2026

What happened?

Bay Area Community Health is providing this notice about a data security incident that occurred at a third-party company, TriZetto, which works with our electronic medical record system (OCHIN). Bay Area Community Health learned of the incident on December 15, 2025, when we were notified by OCHIN that an unauthorized individual gained access to one of TriZetto's systems. We understand TriZetto took steps to stop the unauthorized activity and secure its systems. After learning that the incident may have impacted some of our patients, we began working with OCHIN to understand what happened and to help protect patient information.

What information was involved?

Based on the information we have received from TriZetto and OCHIN, the data involved may have included certain personal information, such as:

- Name
- Social Security number
- Date of birth
- Contact information
- Certain health-related and/or insurance information

Not every patient's information was affected. At this time, there is no evidence that your information has been misused; however, we are providing this notice so you can stay informed.

What we are doing

Treating patients and protecting patient information are Bay Area Community Health's top priorities. We are working with OCHIN to help ensure appropriate security measures are in place and to monitor vendor compliance with security safeguards. We are also reviewing our own processes to reduce the risk of something like this happening again.

You may also receive additional updates from TriZetto or its vendor Kroll, which is providing notification services, call center support, and identity theft protection services related to this incident.

What you can do

We recommend that you remain alert for suspicious activity, such as unexpected bills, insurance statements you do not recognize, or communications asking for your personal information. If you

notice anything unusual, please contact your health insurer and/or your bank or financial institution right away.

For more information (questions / call center)

TriZetto provided the following point of contact information:

Heather Donohue, COO
TriZetto Provider Solutions
3300 Rider Trail S., Earth City, MO 63045
Phone: (314) 802-6789

Toll-free call center: Starting January 5, 2026, TriZetto will provide a dedicated toll-free call center at (844) 572-2724.

Credit monitoring: Beginning in February, TriZetto plans to send notification letters that include information about complimentary credit monitoring services and a unique code to enroll in those services.

We understand this may raise concern, and we are here to help. We sincerely regret any worry or inconvenience this may cause and appreciate your trust in our care.

Bay Area Community Health