



SAMPLE LETTER SENT

RE: Important Notice of Security Incident and Breach of Personal Information - Please read this entire letter.

We are writing to let you know about a data security incident that may have involved some of your personal information. [Native American Health Center](#) is committed to protecting the privacy of the personal information we maintain.

What happened

This security incident occurred at a third-party company ("TriZetto") that works with our electronic medical record system ("OCHIN"). On December 15, 2025,¹ [Native American Health Center](#) was notified by OCHIN that an unauthorized individual gained access to one of TriZetto's systems. It is our understanding that as soon as TriZetto learned that their system had been breached, the company took immediate steps to stop the unauthorized activity and to secure its systems. As soon as we learned that the situation impacted some of our patients, we began working closely with OCHIN to understand what happened and ensure protection of patient information.

What information was involved

Based on the information we have received from TriZetto and OCHIN, the data involved may have included some sensitive personal information, such as your name, social security number, date of birth, contact information, and certain health-related or insurance information. Not every patient's information was affected, and there is no evidence at this time that your information has been misused. However, we wanted to notify you, as soon as possible, so you can stay informed.

You may also receive updates, as more information becomes available, from TriZetto or Kroll. Kroll is TriZetto's vendor that is providing notification services, call center support, and identity theft protection services to the individuals affected by the breach. They will reach out at a later date with more information about how to use these services.

¹ A letter, dated Tuesday, December 9, 2025, notifying Native American Health Center about the TriZetto breach was delivered after business hours on Friday, December 12, 2025. It was not received by Native American Health Center until Monday, December 15, 2025.

*Native American Health Center, Inc.
2920 International Blvd., Oakland, CA 510.485.5915*

What we are doing

Treating patients and protecting patient information are [Native American Health Center's](#) top priorities. We are working closely with the OCHIN to ensure that every security measure is in place and that they are monitoring their vendor's compliance with appropriate security safeguards. We are also reviewing our own processes to reduce the risk of something like this happening again.

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 or bank/financial institution right away.

For more information

[Native American Health Center](#) takes the privacy and security of your personal and health information very seriously. If you have questions or would like additional information about this TriZetto breach, TriZetto provided the following information and point of contact:

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

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

We understand this news 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.

Sincerely,

Michelle Shawnego
[Chief Administrative Officer](#)
[Native American Health Center, Inc.](#)

REFERENCE GUIDE

Review Your Account Statements

Carefully review statements sent to you from your healthcare providers, insurance company, and financial institutions to ensure that all of your account activity is valid. Report any questionable charges promptly to the provider or company with which you maintain the account.

Order Your Free Credit Report

To order your free annual credit report, visit www.annualcreditreport.com, call toll-free at (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at ***.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 303485281. The three credit bureaus provide free annual credit reports only through the website, toll-free number or request form.

Upon receiving your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you have not requested credit. Some companies bill under names other than their store or commercial names; the credit bureau will be able to tell if this is the case. Look in the "personal information" section for any inaccuracies in information (such as home address and Social Security Number).

If you see anything you do not understand, call the credit bureau at the telephone number on the report. Errors may be a warning sign of possible identity theft. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing. Information that cannot be explained should also be reported to your local police or sheriff's office because it may signal criminal activity.

Contact the U.S. Federal Trade Commission

If you detect any unauthorized transactions in any of your financial accounts, promptly notify the appropriate payment card company or financial institution. If you detect any incidents of identity theft or fraud, promptly report the matter to your local law enforcement authorities, state Attorney General and the FTC.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft by using the following contact information: Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580; 1-877-IDTHEFT (438-4338); www.ftc.gov/idtheft/.

Place a Fraud Alert on Your Credit File

To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect against the possibility of an identity thief opening new credit accounts in your name. When a credit grantor checks the credit history of someone applying for credit, the credit grantor gets a notice that the applicant may be the victim of identity theft. The alert notifies the credit grantor to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free fraud numbers provided below. You will reach an automated telephone system that allows flagging of your file with a fraud alert at all three credit bureaus.

Equifax	P.O. Box 105069 Atlanta, GA 30348	1-800-525-6285	www.equifax.com
Experian	P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	P.O. Box 2000 Chester, PA 19016	1-800-680-7289	www.transunion.com

Security Freezes

You have the right to request a credit freeze from a consumer reporting agency, free of charge, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit.

Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit bureau. To place a security freeze on your credit report you must contact the credit reporting agency by phone, mail, or secure electronic means and provide proper identification of your identity. The following information must be included when requesting a security freeze (note that if you are requesting a security freeze for your spouse, this information must be provided

for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

Below, please find relevant contact information for the three consumer reporting agencies:

Equifax Security Freeze	P.O. Box 105788 Atlanta, GA 30348	1-800-685-1111	www.equifax.com
Experian Security Freeze	P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	P.O. Box 160 Woodlyn, PA 19094	1-888-909-8872	www.transunion.com

Once you have submitted your request, the credit reporting agency must place the security freeze no later than 1 business day after receiving a request by phone or secure electronic means, and no later than 3 business days after receiving a request by mail. No later than five business days after placing the security freeze, the credit reporting agency will send you confirmation and information on how you can remove the freeze in the future.

Provide Any Updated Personal Information to Your Health Care Provider

Your health care provider's office may ask to see a photo ID to verify your identity. Please bring a photo ID with you to every appointment if possible. Your provider's office may also ask you to confirm your date of birth, address, telephone, and other pertinent information so that they can make sure that all of your information is up to date. Please be sure and tell your provider's office when there are any changes to your information. Carefully reviewing this information with your provider's office at each visit can help to avoid problems and to address them quickly should there be any discrepancies.

Additional Information

Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft.

District of Columbia: Contact the District of Columbia Office of Attorney General for steps to avoid identity theft: (202) 727-3400, 400 6th Street, NW, Washington DC 20001, <http://oag.dc.gov>.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Maryland Attorney General: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-576-6300 or 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>.

Massachusetts Residents: You have the right to obtain a police report and request a free security freeze as described above.

New York Residents: You can obtain information from the New York State Office of the Attorney General about how to protect yourself from identity theft and tips on how to protect your privacy online. You can contact the New York State Attorney General at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755 or 1-800-7889898; <https://ag.ny.gov/>. You also may contact the Bureau of Internet and Technology (BIT), 28 Liberty Street, New York, NY 10005; 212-416-8433; <https://ag.ny.gov/about/about-office/economic-justice-division#internet-technology>.

North Carolina Residents: You can obtain information from the North Carolina Attorney General's Office about preventing identity theft. You can contact the North Carolina Attorney General at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6400; www.ncdoj.gov.

Oregon Residents: We encourage you to report suspected identity theft to the Oregon Attorney General at: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096; 1-877-877-9392 or 1-503-378-4400; ***.doj.state.or.us.

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, ***.riag.ri.gov, Telephone: 401-274-4400.

South Carolina Residents: You can obtain information from the South Carolina Department of Consumer Affairs:

293 Greystone Blvd., Ste. 400, Columbia, SC 29210; 800-922-1594; www.consumer.sc.gov.

Texas Residents: You can obtain information from the Texas Attorney General can be reached at: 300 W. 15th Street, Austin, Texas 78701; 800-621- 0508; www.texasattorneygeneral.gov/consumer-protection/.

Vermont Residents: If you do not have internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).

New Mexico: You have rights pursuant to the Fair Credit Reporting Act. These rights include knowing what is in your file and your credit score; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; to be told if information in your credit file has been used against you; as well as other rights. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. For more information about the FCRA, and your rights pursuant to the FCA, please visit https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.