

CommuniCare+Ole  
1141 Pear Tree Lane  
Napa, CA 94558

{{Date}}

{{Patient Name}}  
{{Patient Address}}

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

Dear {{Patient Name}}:

We are writing to let you know about a data security incident that may have involved some of your personal information.

#### **What happened**

This security incident occurred at a third-party company (“TriZetto”) that works with our electronic medical record system (“OCHIN”). 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. **Our clinic was then notified by OCHIN on December 15, 2025, that an unauthorized individual gained access to one of TriZetto’s 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.

#### **What we are doing**

Treating patients and protecting patient information **are our 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**

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. For more information regarding the incident, please scan the QR code below.

Use este código QR para ver esta carta y mas información en Español.



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,

Alicia Hardy, CEO