

Native American Health Center, Inc
2920 International Blvd.
Oakland, CA 94601

[Date]

[Insert Recipient's Name]

[Insert Address]

[Insert City, State, Zip]

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

Dear [Insert Patient/Patient Representative name]:

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.

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.](#)