



**IMPORTANT INFORMATION
PLEASE REVIEW CAREFULLY**

January 14, 2026

Dear Patient,

We are writing to inform you of a recent incident involving your protected health information (PHI), in accordance with the HIPAA Breach Notification Rule (45 CFR §§ 164.400-414). Protecting your personal information is a top priority, and we want to ensure you are fully informed about what occurred, the steps we are taking, and the support available to you.

What Happened

On October 2, 2025, TriZetto Provider Solutions (“TPS”) a Business Associate of our organization, became aware of suspicious activity within a web portal that some of TPS’s healthcare provider customers use to access our systems. Upon discovering the incident, TPS quickly launched an investigation and took steps to mitigate the issue. TPS also engaged external cybersecurity experts and notified law enforcement.

TPS determined that, beginning in November 2024, an unauthorized actor began accessing some records related to insurance eligibility verification transactions that healthcare providers process to assess insurance coverage for treatment services they provide to patients. A thorough review of the affected data was conducted to identify what information was involved and the individuals to whom the data related. TPS notified affected providers beginning on December 9, 2025.

What Information Was Involved

The information accessed varied by individual and may have included:

- Name
- Address
- Date of birth
- Social Security number
- Health insurance member number (including Medicare beneficiary identifiers)
- Health insurer name
- Provider name
- Primary insured or dependent information
- Other demographic, health, and health insurance information

No payment card, bank account, or other financial information was involved.

What We Are Doing

Treating patients and protecting patient information are LifeLong Medical Care's top priorities. We are working closely with OCHIN, our technical solutions partner who provides us with our Electronic Health Record (EPIC), 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.

You may also receive updates, as more information becomes available, from TriZetto or Kroll. Kroll is TriZetto's vendor who 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 You Can Do

Although we have no evidence that any of your information has been subject to identity theft or fraud, you should always remain alert by regularly reviewing your account statements and monitoring free credit reports and immediately reporting to your banks and other financial institutions any suspicious activity involving your accounts. The enclosed "**General Information about Identity Theft Protection**" Attachment B provides further information about ways to do this. We also encourage you to enroll in the identity monitoring services that we have offered to you.

Notification to Media and Consumer Reporting Agencies

Notification to prominent media outlets and consumer reporting agencies is being provided on a general basis, without reference to any specific healthcare provider customer.

For More Information

LifeLong Medical Care 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 sincerely regret any inconvenience or concern this incident may cause. Protecting your information is of the utmost importance, and we are committed to maintaining the privacy and security of your health information.

Sincerely,

LifeLong Medical Care