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300 North San Antonio Road ♦ Santa Barbara, CA 93110-1332

January XX, 2026

Dear Patient,

Re: Notice of Data Breach - Vendor Cybersecurity Incident

What Happened?

The Santa Barbara County Health Department (CHD) is sending this letter to you as part of our commitment to patient privacy. We take patient privacy very seriously and it is important to us that you are made aware of a recent privacy and cybersecurity incident.

On December 9, 2025, the CHD was notified by OCHIN, Inc. (CHD's Electronic Health Record Provider) about a cybersecurity incident. The incident occurred at OCHIN's business associate TriZetto Provider Solutions, a branch of Cognizant Technology Solutions Corporation. TPS provides revenue management services to healthcare organizations and is not a contracted vendor of CHD or the County of Santa Barbara.

On December 15, 2025, CHD determined (based on information provided by OCHIN on December 12, 2025) the incident impacted the Protected Health Information (PHI) of an unspecified number of our patients beginning in November 2024 through October 2, 2025.

What Information Was Involved?

According to TriZetto Provider Solutions, there was unauthorized access to the following patient information: name, date of birth, Social Security Number, address, phone number, and health coverage information.

What We Are Doing.

CHD is currently assessing the level of impact on our patients due to the cybersecurity incident. TriZetto Provider Solutions is working with our vendor, OCHIN, Inc., on handling the security incident and its resolution. They have provided OCHIN and CHD with a list of free services, including credit monitoring and resources available to individuals impacted by the cybersecurity incident. In the coming weeks, you will be receiving detailed information about these services from TriZetto's partner Kroll, a company specializing in fraud assistance and remediation services.

Resources available by TriZetto Provider Solutions

To help protect your identity, TriZetto Provider Solutions is offering you Single Bureau Credit Monitoring, Single Bureau Credit Report, and Single Bureau Credit Score services at no charge. These services will be offered through Kroll.

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.

You may also obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order the annual free credit report please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit-reporting companies is as follows:

Equifax, P.O. Box 740241, Atlanta, Georgia 30374-0241, 1-800-685-1111, www.equifax.com

Experian, P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com

TransUnion, P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, www.transunion.com

You may also seek additional information on the prevention of identity theft by going to the Federal Trade Commission's website, www.ftc.gov. Take time to read the FTC's guide, "Take Charge: Fighting Back Against Identity Theft" at <http://www.consumer.ftc.gov/features/feature-0014-identity-theft> or call the identity theft hotline at the FTC at (877) IDTHEFT (877-438-4338).

For More Information.

CHD is committed to ensuring the privacy and security of patient information and is working diligently with OCHIN on solutions to minimize the impact of this data breach by their third-party vendor, TriZetto Provider Solutions. If you have any questions, please contact CHD at [contact details].

Respectfully,

County Health Department