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Bay Area Community Health
40910 Fremont Blvd.
Fremont CA 94538

January 5, 2026

[redacted]

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

Dear: [redacted]

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

What we are doing

Treating patients and protecting patient information are Bay Area Community Health's top priorities. We are working closely with the OCHIN to ensure that every security measure is in place and that they

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

13124306.1.2

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

Bay Area Community Health 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. Additionally, beginning in February, TriZetto will send patient notification letters which includes complimentary credit monitoring services. The letter from TriZetto will include a unique code for you to enroll in complimentary Single Bureau Credit Monitoring, Single Bureau Credit Report, and Single Bureau Credit Score services.

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,
Bay Area Community Health