

12/22/2025

NOTICE OF DATA BREACH

Dear Patient,

Gardner Health Services (GHS) believes that the privacy and security of your health information is important and are committed to protecting it. TriZetto Provider Solutions (TPS) provides billing-related services to healthcare providers, such as hospitals and health centers, including Gardner Health Services. We are writing to notify you that a cybersecurity incident at TPS may have involved some of your protected health information. This notice explains the incident, the measures we have taken in response, and the steps individuals can take for further protection.

What Happened?

On October 2, 2025, TPS became aware of suspicious activity within a web portal that some of TPS's healthcare provider customers use to access its 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 person 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 Gardner Health Services on December 9, 2025.

What Information Was Involved?

On or around November 28, 2025, TPS learned that the affected data may have included your name, address, date of birth, Social Security number, health insurance member number (which, for some individuals, may be a Medicare beneficiary identifier), provider name, health insurer name, primary insured information, and other demographic, health, and health insurance information. The incident did not affect any payment card, bank account, or other financial information. At this time, we are not aware of any identity theft or fraud related to the use of any affected individual's information, including yours.

What We Are Doing.

TPS assured us that after becoming aware of the incident, it immediately took additional protective measures to safeguard its systems and worked with leading cybersecurity experts to conduct a comprehensive investigation of the incident. TPS notified law enforcement and is cooperating with their investigation. TPS has eliminated the threat to the environment. To help

prevent similar incidents from happening in the future, TPS implemented and is continuing to implement additional security protocols designed to enhance the security of its services.

We want you to feel confident that your data is secure. To help protect your identity, TriZetto is offering you Single Bureau Credit Monitoring, Single Bureau Credit Report, and Single Bureau Credit Score services at no charge. These services provide you with alerts for 12 months from the date of enrollment when changes occur to your credit file. Alerts will be sent to you the same day that the change or update takes place with the bureau. Finally, TriZetto will be providing you with proactive fraud assistance to help with any questions that you might have or in the event that you become a victim of fraud. These services will be provided by Kroll, a company specializing in fraud assistance and remediation services.

You will receive a separate letter from Kroll and/or TriZetto Provider Solutions(TPS) that includes a unique code and instructions to enroll in the credit monitoring services at no charge to you. For more information about Kroll and your Identity Monitoring Services, you can visit info.krollmonitoring.com.

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. For more resources visit: <https://www.irs.gov/identity-theft-fraud-scams/identity-protection>

We also encourage you to enroll in the identity monitoring services that Kroll will offer to you.

For More Information

If you have further questions, please visit our website FAQ page by scanning the QR code below, or visiting <https://gardnerhealthservices.org/trizettobreachfaq>, email us at compliance@gfhn.org, or call our Call Center at (408) 457-7100. For your security, please **DO NOT** send any confidential information to this email address.

Sincerely,

Gardner Health Services

Scan for FAQs

