

Notice of Data Breach by HealthRight 360's vendor, TriZetto Provider Solutions

HealthRight 360 is committed to protecting the privacy and security of your health information. We maintain robust policies, auditing, and monitoring systems to help secure your health information, and require the same standards from our business associate vendors. We are writing to inform you of a cybersecurity breach that occurred involving one of these vendors, **TriZetto Provider Solutions (TPS)**, which may have affected your health information. TPS provides billing-related services to healthcare providers, including HealthRight 360.

TPS will be sending you a supplemental notice with additional details about the incident, the types of information of yours impacted by the incident, the actions TPS has taken in response, and the steps affected individuals like you can take to protect your information.

What Happened?

On December 12, 2025, TPS notified HealthRight 360 that it had detected suspicious activity in its web portal beginning on October 2, 2025. Specifically, following an investigation with the support of cybersecurity experts, TPS determined that an unauthorized actor accessed its systems, and was able to access certain records related to insurance eligibility verification transactions that HealthRight 360 conducts to assess insurance coverage for treatment services we provide to patients.

What Information was Involved?

While TPS is continuing to conduct a thorough review of the affected data to identify what information was involved, TPS has learned that some of the affected data may have included your name, address, date of birth, Social Security number, health insurance member number, health insurer name, dependent information, and other demographic and health insurance information. TPS has confirmed, however, that the incident did not affect any payment card, bank account, or other financial information of yours.

At this time, TPS has informed HealthRight 360 that it is 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 has informed HealthRight 360 that after it became aware of the incident, TPS 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 also 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.

What You Can Do

Although TPS has no evidence that your information has been subject to identity theft or fraud, HealthRight 360 recommends that you always remain alert by regularly reviewing your accounts statements and monitoring free credit reports and immediately reporting to your banks and other financial institutions any suspicious activity involving your accounts.

Under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report by going to www.annualcreditreport.com or by calling 1-877-322-8228. You also may complete the Annual Credit Report Request Form available at <https://www.annualcreditreport.com/manualRequestForm.action> , and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

As noted above, you can expect to see additional information regarding this incident from TPS, including information for enrolling in a Single Bureau Credit Monitoring, Single Bureau Credit Report, and Single Bureau Credit Score services, which TPS is providing to you free of charge to help protect your identify. TPS will also 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. Finally, TPS will be setting up a dedicated, toll-free call center in case you have any questions about the incident.

More Information

If you believe you may have been affected and have not received a letter, please contact Trizetto/Kroll at [\(844\) 572-2725](tel:8445722725) or visit the incident website: <https://tpsincident.kroll.com>

If you have further questions concerning TPS's breach, you may reach out to the HealthRight 360's Privacy Compliance line at 415-408-6289. You may also email privacy@healthright360.org .

We sincerely regret that this incident occurred and any concern it may cause you. Protecting the confidentiality and security of your health information is a top priority for HealthRight 360, and we will continue to take steps to ensure our partners like TPS reinforce their information systems safeguards and prevent a similar incident from occurring in the future.