

FOR IMMEDIATE RELEASE

Mission Neighborhood Health Center Statement on Third-Party Security Incident Involving TriZetto

San Francisco CA - January 2026

On December 12, 2025, Mission Neighborhood Health Center (MNHC) was notified by OCHIN, its business associate that supports MNHC's Epic electronic health record system, of a data security incident involving one of OCHIN's third-party subcontractors, TriZetto Provider Solutions (TriZetto), a healthcare eligibility and claims clearinghouse.

MNHC is issuing this statement to provide clarity, transparency, and reassurance regarding this security incident.

MNHC confirms that its internal systems were not breached or compromised. The incident occurred within the systems of TriZetto.

What Happened

Based on information provided to MNHC, TriZetto experienced a data security incident that may have involved certain personal and insurance-related information of individuals associated with healthcare organizations that rely on TriZetto's services. While TriZetto is a business associate with OCHIN, TriZetto is not part of MNHC's systems, and MNHC does not contract with TriZetto directly.

What Was Not Impacted

- MNHC's electronic health record systems were not accessed or hacked
- No medical diagnostic information, banking information, credit card data, or payment information was involved
- Patient care and services at MNHC were not interrupted and remain secure

What Information May Have Been Involved

The information potentially affected varies by individual and may include:

- Name, address, and date of birth

- Health insurance information (such as member number or insurer name)
- Other demographic, health and health insurance information
- Information about the primary insured person and dependents
- In some cases, Social Security numbers may have been involved

At this time, there is no evidence that any information has been misused.

MNHC's Response

MNHC is treating this matter with the utmost seriousness and has taken the following actions:

- Mailed notifications to MNHC patients who may have been impacted
- Worked closely with OCHIN to investigate the incident
- Confirmed that steps were taken to contain and address the issue
- Ensured that required notifications to state and federal regulators are being made in accordance with applicable law
- Working with TriZetto's breach disclosure firm, Kroll Inc., to provide individuals with additional information and services regarding the incident

To further support patients, MNHC is also providing a Frequently Asked Questions (FAQ) document that offers clear guidance, answers to common questions, and information on available resources for individuals who may have been impacted.

Actions by TriZetto

TriZetto is responsible for outreach and support related to this incident and has taken the following steps with TriZetto's breach disclosure firm, Kroll, Inc.:

- Established a dedicated call center to address questions
- Will provide free credit monitoring and identity theft protection services to impacted individuals through their contract with Kroll

TriZetto's call center is available at (844) 572-2724, Monday through Friday, 8:00 a.m. to 5:30 p.m. (Central Time), beginning January 5, 2026. On or around February 9, 2026, TriZetto will send a separate letter with additional details

regarding the breach and information about free credit monitoring, fraud consultation, and identity theft restoration services.

Guidance for Patients

MNHC encourages impacted individuals to take advantage of the free services being offered by TriZetto (through their contract with Kroll, Inc.), including credit monitoring and identity theft protection. While there is currently no evidence that personal information has been misused, these services are being provided as a precaution and at no cost to patients.

Patients are encouraged to review the Frequently Asked Questions (FAQ) document provided by MNHC for additional guidance and support. TriZetto will also send a separate letter with instructions on how to enroll in available services. Patients with questions about enrollment or protections should contact TriZetto's dedicated call center at (844) 572-2724.

Commitment to Privacy and Trust

Protecting patient privacy is a core value at MNHC. While this incident did not involve MNHC's systems, MNHC understands the concern such events may cause. MNHC remains committed to transparency, accountability, and safeguarding the trust our patients place in us every day.

MNHC will continue to work closely with OCHIN to ensure appropriate accountability and follow-through by its subcontractor, TriZetto.

Mission Neighborhood Health Center values our patients and community, and we appreciate your continued trust.

[TriZetto Breach Patient Notice- Published 1.6.26](#)
[FAQ](#)

[TriZetto Breach](#)

This release will be updated when further information becomes available.

