

## Frequently Asked Questions (FAQ) – TriZetto Data Breach

### **Purpose:**

This Frequently Asked Questions (FAQ) was developed as an update to the letter that was sent to impacted patients about a possible data breach involving TriZetto, a third-party data clearinghouse and third-party vendor of Oregon Community Health Information Network (OCHIN). OCHIN is a business associate (contractor) that supports MNHC's Epic electronic health record system.

### **1. Why did I receive this letter?**

You received this letter because your information may have been included in a data breach that occurred at a third-party vendor, TriZetto. TriZetto works with OCHIN, a contractor that supports MNHC's Epic electronic health record system, but TriZetto is not part of MNHC's systems.

### **2. Did MNHC have a data breach?**

No. MNHC's own systems were not accessed or hacked. The incident occurred at a subcontractor of MNHC's business partner, not at MNHC.

### **3. What kind of information may have been involved?**

The information may have included:

- 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

**No medical diagnostic information, bank account, credit card, or payment information was involved.**

### **4. Has my information been misused?**

At this time, there is no evidence that anyone has misused your information. The letter was sent to keep you informed and to be transparent.

### **5. What is MNHC doing about this?**

MNHC is taking this matter very seriously and has:

- Worked with its partners to investigate the incident
- Confirmed that steps were taken to stop and address the issue
- Reported or will report the incident to required state and federal agencies, as required by law

## **6. What is TriZetto doing?**

- Providing a free call center for questions.
- TriZetto's call center number is (844) 572-2724, available starting around January 5, 2026, Monday through Friday, 8:00 a.m.–5:30 p.m. (Central Time).
- TriZetto will be sending a separate letter with details about free credit monitoring and identity protection services around February 9, 2026.

## **7. Will I get free credit monitoring?**

Yes. Around February 9, 2026, TriZetto will send you another letter explaining how to enroll in free credit monitoring and identity theft protection services. These services will be provided at no cost to you.

## **8. What should I do right now?**

While there is no current evidence of misuse, you can take action which will help to minimize or eliminate potential harm. We strongly advise you to take preventive measures to help prevent and detect any misuse of your information. As an initial precaution, consider taking the following simple steps to monitor your health and financial information.

- Review your health insurance statements and explanation of benefits (EOBs) for any unfamiliar services or charges.
- Contact your health plan if you notice suspicious or incorrect activity.
- Keep copies of medical and insurance records for reference.
- Review your credit reports. Under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three major credit reporting companies.
- To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

## **9. Who should I call if I have more questions?**

For questions about credit monitoring or identity protection: TriZetto's call center at (844) 572-2724, starting January 5, 2026.

## **10. Is MNHC still safe to use for my care?**

Yes. MNHC continues to take patient privacy seriously, and this incident did not involve access to MNHC's internal systems. Your care and services at MNHC are not affected. Thank you for patience and we value your trust in MNHC.