

TPS Notifies Individuals of Data Security Incident on behalf of Customers

TriZetto Provider Solutions (“TPS”) provides billing-related services to healthcare providers, such as hospitals, health systems, and physician practices, some of which are located in the jurisdiction served by this outlet. TPS experienced a cybersecurity incident that affected certain protected health information of certain individuals associated with its healthcare provider customers.

This notice explains the incident, the measures TPS has 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 actor 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.

What Information Was Involved

The affected data varied by individual and may have included the following information for patients and primary insureds: name, address, date of birth, Social Security number, health insurance member number (which, for some individuals, may be a Medicare beneficiary identifier), health insurer name, primary insured or dependent 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, TPS is not aware of any identity theft or fraud related to the use of any affected individual’s information.

What TPS is Doing

After becoming 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 implemented additional security protocols designed to enhance the security of its services.

TPS notified affected providers beginning on December 9, 2025, and offered to make all legally required notices on their behalf. For those providers that accepted the offer, TPS is notifying affected individuals at their last known addresses beginning February 6, 2026.

TPS is offering affected individuals Single Bureau Credit Monitoring, Single Bureau Credit Report, and Single Bureau Credit Score services at no charge. These services will be provided by a company specializing in fraud assistance and remediation services.

What Can Affected Individuals Do?

Individuals who may have been affected by this incident and have questions or would like to enroll in credit monitoring services at no charge can visit <https://tpsincident.kroll.com>. They can also call the dedicated, toll-free call center at (844) 572-2725 between 8:00 a.m. and 5:30 p.m. Central Time, excluding major U.S. holidays.

Although TPS has no evidence that any affected individual's information has been subject to identity theft or fraud, TPS encourages individuals to remain vigilant against incidents of identity theft and fraud, review account statements, and monitor their free credit reports for suspicious activity and to detect errors. General information about identity theft protection is provided online at <https://tpsincident.kroll.com>.

TPS regrets that this incident occurred and any concern it may cause. TPS takes the confidentiality and security of personal information very seriously and will continue to take steps to prevent a similar incident from occurring in the future.

Media Contact: tpsmediainquiry@cognizant.com

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Alabama	AL.com
Alabama	The Lagniappe Daily
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Alaska	Juneau Empire
Arizona	azcental.com / The Arizona Republic
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Arkansas	The Arkansas Democrat-Gazette
Arkansas	Arkansas Times
California	Los Angeles Times (LA Times)
California	San Francisco Chronicle
California	The San Diego Union Tribune
Colorado	Colorado Springs Gazette
Colorado	The Denver Post
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Connecticut	Connecticut Post
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Delaware	inquirer.com / The Philadelphia Inquirer
Florida	Tampa Bay Times
Florida	South Florida Sun Sentinel
Florida	Miami Herald
Florida	The Florida Times-Union
Georgia	The Atlanta Journal-Constitution
Georgia	Gwinnett Daily Post
Hawaii	Honolulu Star-Advertiser
Hawaii	The Maui News
Idaho	Idaho Statesman
Idaho	Lewiston Morning Tribune
Illinois	Chicago Tribune
Illinois	State Journal-Register
Indiana	Indystar.com / Indianapolis Star
Indiana	The Times of Northwest Indiana
Iowa	The Des Moines Register
Iowa	The Gazette
Kansas	The Kansas City Star
Kansas	The Beacon / The Wichita Eagle
Kentucky	Louisville Courier-Journal
Kentucky	Lexington Herald-Leader
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State	Media Outlet
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Michigan	Detroit Free Press
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Minnesota	Star Tribune
Minnesota	St. Paul Pioneer Press
Mississippi	The Clarion-Ledger
Mississippi	Biloxi Sun Herald
Missouri	St. Louis Post-Dispatch
Missouri	Springfield News-Leader
Montana	Billings Gazette
Montana	Missoulian
Nebraska	Nebraska Examiner
Nebraska	Omaha World--Herald
Nevada	Reno Gazette-Journal
Nevada	Las Vegas Review-Journal
New Hampshire	The Boston Globe
New Hampshire	The Hampshire Union Leader
New Jersey	The Star-Ledger
New Jersey	The Courier Post
New Mexico	Albuquerque Journal
New Mexico	The Santa Fe New Mexican
New York	The New York Times
New York	Syracuse.com / The Post-Standard
North Carolina	The News & Observer
North Carolina	The Charlotte Observer
North Dakota	North Dakota News Monitor
North Dakota	Bismarck Tribune
Ohio	Cleveland.com / The Plain Dealer
Ohio	The Cincinnati Enquirer
Oklahoma	Tulsa World
Oklahoma	The Oklahoman
Oregon	Statesman Journal

State	Media Outlet
Oregon	The Oregonian
Pennsylvania	inquirer.com / The Philadelphia Inquirer
Pennsylvania	Pittsburgh Post-Gazette
Rhode Island	The Providence Journal
Rhode Island	Newport Daily News
South Carolina	The Post and Courier
South Carolina	The State
South Dakota	Rapid City Journal
South Dakota	The Capital Journal
Tennessee	Knoxville News Sentinel
Tennessee	The Commercial Appeal
Texas	Houston Chronicle
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Utah	The Salt Lake Tribune
Utah	Deseret News
Vermont	Burlington Free Press
Vermont	The Times Argus
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