



## **Breach Notification**

Edinger Medical Group believes that the privacy and security of your health information is important and are committed to protecting it. Our vendor TriZetto Provider Solutions or TPS provides billing-related services to healthcare providers, such as hospitals, health systems, and physician practices, including EMG, your healthcare provider or your dependent's healthcare provider. 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 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 our 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. TPS notified Edinger Medical Group 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 name and 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.**

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 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, TPS 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 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, TPS is 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.

### **Kroll Services Description**

Kroll will provide the following services at no cost to you:

- **Single-Bureau Credit Monitoring:** Monitoring your credit file at one nationwide credit reporting agency, with alerts when certain changes occur, such as the opening of new accounts or inquiries. Alerts are typically sent on the same day as activity is detected.
- **Single-Bureau Credit Report and Credit Score:** Access to your credit report and credit score from one credit bureau to help you monitor your financial information.
- **Fraud Consultation:** Unlimited access to Kroll fraud specialists who can help explain your rights, assist with placing fraud alerts or security freezes, and provide guidance on protecting your identity.
- **Identity Theft Restoration:** If you become a victim of identity theft, a dedicated and experienced Kroll investigator will work on your behalf to help resolve issues related to identity theft and restore your identity.

Additional information regarding these services, including how to enroll and the length of coverage available to you, will be provided in a follow-up letter from Kroll.

### **What You Can Do**

We also encourage you to review the information included in the follow-up letter from Kroll and to enroll in the complimentary identity protection services once you receive the enrollment instructions.

### **More Information**

If you have questions about this incident, please call our dedicated, toll-free call center at 714-965-2570. If you have questions regarding enrollment or services, additional contact information will be provided in the follow-up communication from Kroll.

Sincerely,

Edinger Medical Group