



a california *health* center

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La Clínica de La Raza, Inc.

January 13, 2026

RE: Important Notice of Security Incident and Breach of Personal Information

This notice serves as the organization's substitute notice regarding the data security breach incident that may have involved some patient personal information.

What happened

The security breach occurred at TriZetto Provider Solutions ("TriZetto") who works with our electronic medical record system provider, OCHIN Inc. ("OCHIN"). After business hours on December 12, 2025, we were notified by OCHIN that an unauthorized individual gained access to one TriZetto's systems from November 2024 to early October 2025. TriZetto informed us that as soon as it learned of the breach, TriZetto took immediate steps to stop the unauthorized activity and to secure its systems. Likewise, as soon as we learned that the breach affected some of our patients, we reviewed our systems to ensure they are secure.

What information was involved

TriZetto and OCHIN informed us that the security breach may have involved some personal information, such as names, date of birth, contact information, certain health-related or insurance information, and in some cases, social security numbers. *At this time, there is no evidence that your information has been misused.* However, we wanted to notify individuals as soon as possible.

You may also receive updates, as more information becomes available, from La Clínica, TriZetto, or Kroll. Kroll is TriZetto's vendor that is providing patient notification services and call center support and identity theft protection services to individuals affected by the breach. You will receive another letter from TriZetto or Kroll about these services. If your social security number may have been accessed, the letter from Kroll will include information about the identity theft protection services. If identity theft protection services is **not** included in the letter you receive from TriZetto or Kroll, it means that your social security number was not impacted.

What are we doing

Treating patients and protecting patient information is a top priority for La Clínica. We are working closely with OCHIN to ensure every security measure is in place and that they are monitoring their vendors' compliance with appropriate security safeguards. We are also reviewing own processes to continue reducing the risk of something similar happening within our systems.

What can you do

We recommend that you remain alert for suspicious activity, such as unexpected bills, insurance statements you do not recognize, or communications asking for your personal information. If you notice anything unusual, please contact your health insurer or bank/financial institution right away to discuss the unusual activity.

For more information

La Clínica takes the privacy and security of your personal and health information very seriously. If you have questions or would like additional information about this TriZetto breach, TriZetto provided the following information and point of contact:

La Clínica de La Raza Fruitvale Village 510-535-4000 • **San Antonio Neighborhood Health Center** 510-238-5400 • **Clínica Alta Vista** 510-535-6300 • **Family Optical** 510-535-5500
La Clínica de La Raza Dental 510-535-4700 • **Casa del Sol** 510-535-6200 • **La Clínica de La Raza WIC Program** 510-535-4110 • **La Clínica Julian R. Davis Pediatrics** 510-532-0918
LCDLR Community Health Education 510-535-4130 • **La Clínica Dental at Children's Hospital Oakland** 510-428-3316 • **La Clínica Pittsburg Medical** 925-431-2100
La Clínica Pittsburg Dental 925-431-1250 • **La Clínica Oakley** 925-776-8200 • **La Clínica Monument** 925-363-2000 • **La Clínica Vallejo** 707-556-8100
La Clínica Vallejo Dental 707-558-2000 • **La Clínica Vallejo Great Beginnings** 707-645-7316 • **La Clínica North Vallejo** 707-641-1900
School-Based Health Centers: **Hawthorne Elementary School** 510-535-6440 • **Havenscourt Middle School** 510-639-1981 • **Roosevelt Middle School** 510-535-2893
Fremont High School 510-434-2001 • **Oakland Tech High School** 510-450-5421 • **San Lorenzo High School** 510-317-3167
Fuente Wellness Center 510-481-4554 • **Youth Heart Health Center** 510-879-1568 • **Elsa Widenmann Health Center** 707-556-8921 ext. 5655

Heather Donohue, COO
TriZetto Provider Solutions
3300 Rider Trail S., Earth City
MO 63045
Tel #: (314) 802-6789

Starting **January 5, 2026**, TriZetto will provide a dedicated, toll-free call center for questions at (844) 572-2724. If you would like to speak to a La Clínica staff person about this breach, please call (510) 535-4000.

We understand this news may raise concern, and we are here to help. We sincerely regret any worry or inconvenience this may cause and appreciate your trust in our care.

Sincerely,

Fernando Cortez
Chief Information Officer
La Clínica de La Raza, Inc.

Zenaida Aguilera
Chief Compliance, Privacy & Risk Officer
La Clínica de La Raza, Inc.