

FOR IMMEDIATE RELEASE

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MedRVA Healthcare Responds to TriZetto Provider Solutions Data Breach

Richmond, Va. — MedRVA Healthcare has been notified of a data breach involving TriZetto Provider Solutions LLC (TPS), a Cognizant-owned vendor that provides insurance eligibility services to healthcare providers nationwide. TPS discovered the incident on October 2, 2025, after identifying suspicious activity within one of its customer web portals.

TPS's forensic investigation determined that an unauthorized third party accessed historical eligibility transaction reports beginning in November 2024. According to TPS, the information involved may include patient names, addresses, dates of birth, health insurance information, and in some cases Social Security numbers. No financial account information was involved.

MedRVA Healthcare uses TPS's eligibility services for its service line MedRVA Podiatry.

MedRVA Healthcare's internal systems were not compromised in this incident, and there is no evidence of any breach of MedRVA's electronic medical records, imaging systems, or clinical platforms.

TPS has engaged Kroll, a global leader in cyber incident response, to conduct all required notifications and support services on behalf of affected healthcare organizations, including MedRVA. Kroll will be responsible for:

- Mailing notification letters to affected individuals
- Notifying the U.S. Department of Health and Human Services Office for Civil Rights (OCR)
- Notifying applicable state regulators and, where required, prominent media outlets

Notification letters will be mailed in accordance with HIPAA and applicable state requirements. Individuals who receive a letter will be offered complimentary identity monitoring, fraud consultation, and identity theft restoration services through Kroll. Most individuals will receive 12 months of protection, while residents of Connecticut, the District of Columbia, and Massachusetts will receive 24 months of services, as required by state law.

"Although this incident occurred within a third-party vendor's system, we understand the concern this may raise for our patients," said Michael Paschal, Director of Information Technology at MedRVA Healthcare. "We are working closely with TriZetto and Kroll to ensure affected individuals receive timely notification and support. MedRVA's systems remain fully secure, and our internal safeguards continue to operate as designed."

Patients who receive a notification letter are encouraged to follow the instructions provided, including enrolling in the free identity protection services. The letters will include a toll-free number operated by Kroll for individuals seeking additional information and assistance.

As TPS continues its investigation and remediation efforts, MedRVA Healthcare will provide updates if additional information becomes available.

About MedRVA Healthcare

MedRVA Healthcare provides comprehensive medical services across the Richmond region, including advanced imaging, outpatient surgery, podiatry care, and nonprofit low-vision services through the MedRVA Foundation. MedRVA is committed to clinical excellence, innovative care delivery, and the highest standards of patient privacy and data security.

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