



LASER VISION CORRECTION CENTER OF NEW JERSEY

STATE-OF-THE-ART EYE CARE WITH A PERSONAL TOUCH.

TRIZETTO DATA BREACH FAQs

ABOUT THE TRIZETTO PROVIDER SOLUTIONS DATA BREACH (LATE 2025)

Who: TriZetto Provider Solutions (TPS), a technology vendor for healthcare, suffered a breach exposing patient data

What happened: Hackers accessed TPS' web portals, stealing protected health information (PHI) and personally identifiable information (PII)

Impact: Affected many healthcare organizations including an small amount of The Laser Vision Correction Center of NJ patients, which creates a potential of identity theft.

Kroll's role: Kroll was hired by TPS to provide identity theft monitoring and restoration services to any possible affected individuals, hence the connection in notifications. Affected patients will receive a letter from Kroll and /or TPS that includes a unique code and instructions to enroll in credit monitoring services.

FREQUENTLY ASKED QUESTIONS

Q: Was LVCCNJ hacked?

A: NO, LVCCNJ did not have a breach of its system, a business used to help us with billings services called TriZetto TPS was accessed without permission.

Q: What happened with the breach?

A: TPS became aware of suspicious activity within a web portal used by some of their business partners use.

Q: When did the breach happen?

A: Approximately in October 2nd 2025. TPS investigated immediately and fixed the issue. During the investigation TPS discovered activity going back to November 2024 and TPS notified us sometimes in late December 2025.

Q: Was my information involved?

A: TPS or Kroll's will be sending letters notifying whose information was involved. If you do not receive a letter and your address is up to date, your information was not involved.

LVCCNJ is working with Kroll's and TPS to make sure all affected patient's information is up to date so that the letter could be sent to the correct address.

Q: What specific items of my personal information were involved?

A: It could be any of the following pieces of information, name addresses, date of birth, social security numbers, health insurance member numbers, the breach did not affected as far as we are aware any medical information, treatment information, payment card numbers, bank account numbers or any other financial information

Q: What is LVCCNJ is doing about the breach?

A: LVCCNJ is cooperating with Kroll's and TPS to make sure all affected patient's information is up to date so that the letter could be sent to the correct address.

LVCCNJ system was not hacked, our system has been reviewed and it is secure.

Q: Does this mean that if my data was accessed that I am a victim of identity theft?

A: NO, just because someone's data is hacked it does not necessarily mean that their information will be used in a fraudulent way. The purpose of letting you know is so that you take the appropriate steps to prevent any fraud for example freeing your credit files, check your credit reports and monitor your credit in case of any problems.

Q: Do I have to pay for my credit report?

A: It is our understanding that TPS and Kroll's will be offering a free monitoring service to anyone affected for up to a year but also credit bureaus offer at least one free credit report a year.

Equifax: 1-888-766-0008

Experian: 1-888-397-3742

Transunion: 1-800-680-7289

Q: What is TPS and Kroll's doing?

A: TPS and Kroll's are working with leading security experts to prevent any future threats and notified law enforcement.

For more questions please contact us at:

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