



# Change Healthcare Outage

March 4, 2024

Change Healthcare, a subsidiary of UnitedHealth Group/Optum, is currently experiencing a cyber security issue and our experts are working to address the matter. Once we became aware of the outside threat, in the interest of protecting patients, we took immediate action to disconnect Change Healthcare's systems to prevent further impact.

## Frequently Asked Questions

### **Am I able to fill my prescriptions?**

Yes, most large retail pharmacies are not impacted by this issue. Some pharmacies may be impacted and have a process to submit 'off-line' claims and have been guided to help you obtain you needed medication without having you pay the full price of the medication. If you experience any issues, please call the 1-800 number on your ID card.

### **If a pharmacy cannot process my claim, can I still get my medication?**

We are committed to helping you continue to have access to your medications. Optum Rx has communicated processes with pharmacy partners to inform them how to fill prescriptions for you during this outage so that you do not experience any therapy disruptions or be required to pay the full price of the prescription.

### **How are pharmacies calculating the copayment/coinsurance for my prescription(s) if my eligibility/insurance information is unavailable online due to the Change Healthcare outage?**

Pharmacies are either referencing previous copay information for similar prescriptions, contacting the Optum Rx Pharmacy Help Desk for eligibility and copay information, and/or preparing to later properly process the claim and assess you member cost share once Change Healthcare systems are up and running. You are not required to pay the full price of the prescription.

### **Can I use my coupon voucher and/or copay card at the pharmacy?**

Some pharmacies utilizing Change Healthcare software may not be able to process coupon vouchers and/or copay cards at this time.

### **Has my health information/data been compromised?**

Optum's privacy office and security information teams are actively engaged and working to understand the potential impact to members.

## Still having issues?

Please call the number on the back of your ID card for 24/7 customer support.