



Change Healthcare Outage

Dear Team(s),

Change Healthcare is 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 our partners and patients, we took immediate action to disconnect Change Healthcare's systems to prevent further impact.

At this time, we believe the issue is specific to Change Healthcare and all other systems across UnitedHealth Group are operational. We will provide updates as more information becomes available and ongoing status updates on the matter are available [here](#).

To further assist you, we have developed a FAQs below to answer questions you may have and will continue to provide updates to these in future communications.

Sincerely,

Change Healthcare Pharmacy Solutions, Inc., an Optum Rx Company

FAQs

- **What happened?**

On February 21, 2024, a threat actor gained access to one of our Change Healthcare environments. Once we became aware of the infiltration, in the interest of protecting our partners and patients, we took immediate action to disconnect Change Healthcare's systems to prevent further impact. Our security team, along with independent experts began working to address the matter. At this time, we believe the cyber security issue is specific to Change Healthcare.

- **Has the Change Healthcare been in touch with FBI?**

Yes. At this time, we are doing everything possible in the interest of protecting our partners and patients.

- **What's the impact? Is it other parts of the business?**

At this time, we believe the cyber security issue is specific to Change Healthcare and all other systems across UnitedHealth Group/Optum are operational.

- **Is patient health information compromised?**

Our privacy office and security information teams are actively engaged and working to understand the impact to members, patients and customers.

- **What steps are you taking to resolve the issue?**

Our security team is working with leading cyber security firms and external resources to investigate the issue while also working to protect our systems.

- **Should Optum Rx clients sever their connection?**

At this time, we believe this matter is limited to Change Healthcare. Customers' CISOs should decide on their connections based on their policies.

- **Are pharmacies able to fill prescriptions for patients?**

Yes. All pharmacy management systems can process "off-line" claims and we are working with pharmacies to ensure they know how to fill prescriptions for consumers during this outage. Along with off-line processing, many large retail pharmacies have the ability to direct their claims through the Relay Health network which is a backup to help avoid claim delays.