



Email Communication from EpiphanyRx: Change Healthcare Cybersecurity Event Update

To keep you informed, we wanted to share recent news on the Change Healthcare Cybersecurity Event and how we are preparing for restoration of this connection:

Reminder that Change Healthcare is a technology platform that connects providers' claims systems with payers' adjudication systems. Change Healthcare acts as a "switch" allowing a pharmacy to transmit their claims to a PBM for adjudication. The pharmacy contracts with a switch, like Change Healthcare, completely independent of the PBM.

- This is a confirmed breach. Change Healthcare confirmed that the cybersecurity issue was perpetrated by a cybercrime threat actor who has represented itself as ALPHV/Blackcat. <https://www.bleepingcomputer.com/news/security/ransomware-gang-claims-they-stole-6tb-of-change-healthcare-data>.
- Early this week, UHC published that it was in the process of end-to-end testing on the pharmacy switch. Last night they shared additional information on the efforts underway and their anticipated timelines. [Information on the Change Healthcare Cyber Response - UnitedHealth Group](#).
- EpiphanyRx and our parent company, Navitus, are making preparations to ensure proper security and testing protocols are in place in order to reconnect when Change Healthcare is ready.
- Reconnection is dependent on the pace of Change Healthcare, the success of those connections, and the ability for Change Healthcare to securely and timely validate the connection with us.
- Through conversations with pharmacies, we have learned that even while impacted by the Change Healthcare outage, many have operational procedures in place to take care of members with partial dispensing. If a full supply is requested, they do honor the dispense; for either partial or full, they are making arrangements with members to take care of the cost.
 - If members need to submit a claim for reimbursement, the form can be found here: [Direct Member Reimbursement Form](#).
 - Members can also go to a different pharmacy to fill their prescription.
- There are no significant changes in call volumes or reported issues by pharmacies at this time.

We are continuing to monitor this situation closely and will share more information as it is available.

Sincerely,

The EpiphanyRx Team

