



To our Pharmacy Partners:

As you know, Change Healthcare is experiencing a cyber security issue and our experts have been working around the clock to address the matter. Once we became aware of the outside threat, and in the interest of protecting our partners and patients, we took immediate action to disconnect Change Healthcare's systems to prevent further impact. This action was taken so that our customers and partners do not need to. We have a high level of confidence that Optum (including Optum Rx), UnitedHealthcare and UnitedHealth Group systems have not been affected by this issue.

Let me start by saying thank you for all you're doing to ensure continuity of care for the patients you serve. You and your teams are crucial to making sure patients continue to receive the medications they need, and while there are workarounds in place to continue processing and dispensing medications, we know it is not an ideal situation. We recognize and acknowledge the time and manual effort these processes take. Please know that our number-one priority as a company is to restore pharmacy capabilities as quickly possible.

The guidance Optum Rx has provided pharmacies to date is as follows:

- If a pharmacy has multiple switch vendors: Divert traffic away from Change.
- If Change is the only switch vendor: Use "offline" processes where a prescription is dispensed and then submit once systems are back up.
- Use good faith approaches to confirm eligibility, such as looking at whether it is a refill for a prescription previously adjudicated, or by checking the pharmacy portal or calling into the Optum Rx Pharmacy Help Desk at (800) 880-1188 so we can assist.

We know that one of the biggest concerns is around reimbursement of claims for pharmacies dispensing needed medications in good faith. On a call with multiple pharmacy association partners yesterday, Optum Rx committed to reimbursing all claims that are appropriate and filled with the good faith understanding that a medication should be covered. Optum Rx will take a reasonable approach to our claims reviews and audits for claims during this period, given these extraordinary circumstances and understanding the limited information that may be available to certain network pharmacies processing prescriptions during the outage. We hope that other PBMs will consider taking a similar approach. We will communicate more information on the Optum Rx process as it is known.

Your patience is greatly appreciated as we work to get needed systems back online. Optum Rx will continue to provide updates to you as more information becomes available. And as always, if you need assistance to address acute patient medication needs, please use any of our available channels to make us aware so that we can help.

Thank you for all you do to advance patient care,

Patrick Conway
CEO, Optum Rx