

Dear Valued Patients,

We hope this message finds you well. We are reaching out to inform you about an issue that may affect our services in the coming days.

On February 21st, one of our vendors used by our practice management software, Change Healthcare/owned by Optum, the nation's largest electronic healthcare provider, experienced a network outage due to a security incident. This incident has impacted several important electronic services, across a variety of healthcare organizations, including eClaims, Electronic Prescriptions, eVerifications, Automated Statements, and ePostings. As a result, there may be disruptions in our ability to process your insurance claims and provide timely communications.

Change Healthcare is actively working to resolve the issue, but as of now, there is no clear estimate for when the disruption will be resolved. This may result in delays in processing insurance claims and sending out statements.

We want to assure you that the security of your personal information remains our top priority. At this time, Change Healthcare has not indicated that any compromise of personal information has occurred. Should we learn that personal information was compromised, we will promptly update you on the details and any recommended steps to mitigate exposure.

Until alternative solutions are available, we will be managing and tracking all claims manually to ensure your needs are met to the best of our ability. While this may cause some inconvenience, please rest assured we are working diligently to minimize any impact on your care.

We understand the importance of timely communication and processing of your insurance claims, and we sincerely apologize for any inconvenience this may cause you.

If you have any questions or concerns, please do not hesitate to reach out to our office. Thank you for your understanding and patience as we work through this unexpected situation together.