

Dear Referring Offices:

As you are probably aware, on February 21st, a vendor used by our practice management software, Change Healthcare/owned by Optum, the nation's largest electronic healthcare service provider, experienced a network outage due to a security incident. This unfortunate event has impacted several crucial electronic services including eClaims, Electronic Prescriptions, eVerifications, Automated Statements, and ePostings. As a result, our practice, along with numerous healthcare and pharmacy providers, is currently facing disruptions in our electronic operations.

Change Healthcare has taken proactive measures by disconnecting its systems upon identifying the attack. However, as of now, there is no clear estimate for when the disruption will be resolved. This situation directly affects various aspects of our operations, including insurance verifications, timeliness in filing claims, and delays in sending out patient statements.

Regrettably, Optum/Change Healthcare has not yet provided any specific timeline for restoring electronic services. Therefore, until further notice, we must adapt and manage all claims manually until an alternative solution can be found. While this may present some challenges, we assure you our team is dedicated to ensuring minimal disruption to our services. We are also actively communicating the situation and potential impact directly with our patients.

We appreciate your understanding and cooperation during this challenging time. Should you have any questions or concerns, please do not hesitate to reach out to us. Your patience and support are greatly appreciated as we navigate through this situation together.