



## **Change Healthcare Update – February 27, 2024**

Southcoast Health Patients,

Your health, safety and privacy are always our top priority, and we thank you for trusting us with your care. On February 21, we learned of a cyberattack on one of the largest healthcare service companies in the country, UnitedHealth's Change Healthcare, also known as Optum.

As one of Optum's clients, Southcoast Health's cybersecurity team swiftly severed all connectivity with Change/Optum systems in order to protect Southcoast systems and data. Our systems remain fully operational while Change/Optimum responds to this matter.

This widespread service outage is affecting hundreds of healthcare systems, pharmacies and vendors across the United States. Southcoast Health relies on their services for our retail pharmacies, radiology services and billing. Adapting from our normal processes, we have implemented changes to help minimize any interruptions to your care. Please note this may affect our ability to charge expected copays when refilling prescriptions at our Retail Pharmacies.

Our commitment is to do everything possible to make sure you receive the services you require from Southcoast Health while we work through this important issue with the vendor who suffered this cyberattack.

**Thank you for your patience as we adjust our operations in response to this matter.**