



8503 Hilltop Drive, Ooltewah, TN
423.238.4171

To: All Employees
From: Human Resources
Re: Change Healthcare/Veracity Rx Data Breach
Date: July 24, 2024

To All Employees:

You may be aware that earlier this year Change Healthcare was the victim of a cyberattack. Change Healthcare is one of the largest health payment processing companies in the world and is a subsidiary of United Healthcare. The cyberattack caused Change Healthcare to temporarily shut down its payment processing systems, causing interruptions in prescription drug and health care benefit claims. It has been estimated that as many as 1 in 3 Americans' personal information could be affected by this data breach.

The VeracityRx and ProCare Rx pharmacy network, which is part of the Company's prescription drug benefits, uses Change Healthcare for processing of its prescription drug benefit claims. The Company is closely monitoring the developments in this incident. As of the date of this communication, the Company has not been notified that any of our employee's personal information has been affected by the data breach. If we receive notification that any of our employees are affected by the data breach, we will notify the affected employees as soon as practicable.

Change Healthcare has publicly stated that everyone who is affected by the data breach will receive notification in the mail at their home address. Change Healthcare has already identified some affected individuals, and those individual notifications were sent earlier this month. However, identification of affected individuals is ongoing, and thus notifications will be sent on a rolling basis as they are identified. This process will likely take at least another four weeks to complete.

The individual notification, referred to as a HIPAA data breach notification, will inform the recipient of the types of data that were affected by the breach. The data breach notification will also include instructions on how to enroll in two years of complimentary credit monitoring and identity protection services. Change Healthcare is paying for the cost of these services for two years. If you believe you may be affected by the data breach, you can enroll by calling 1-888-846-4705, or on the web at [Change Healthcare Consumer support page - UnitedHealth Group](#).

If you have any questions regarding the Change Healthcare data breach, you can read more about it at this link: [Change Healthcare HIPAA Substitute Notice | Change Healthcare](#)