



We're reaching out to inform you about an ongoing disruption in our eIVF billing service, which is a result of a recent cyber security incident affecting our clearinghouse provider, Change Healthcare.

Currently, we regret to inform you that Change Healthcare does not have an estimated time for the restoration of services. They have taken proactive measures to address the situation, which unfortunately required them to disconnect their systems temporarily to prevent further impact and ensure the security of their platform.

We understand the challenges this presents for you and want to assure you that we are actively monitoring the situation. To stay informed about the latest updates and developments directly from Change Healthcare regarding this incident, please visit the following link:

<https://status.changehealthcare.com/incidents/hqpjz25fn3n7>

We apologize sincerely for any inconvenience this disruption may cause and appreciate your patience and understanding as Change Healthcare works diligently to restore normal service.

[Click here to access the Change Healthcare status updates.](https://status.changehealthcare.com/incidents/hqpjz25fn3n7)