



While Optum and Change Healthcare (CHC) continues to make progress across their range of services, including the solutions you use, Optum/CHC continues to reiterate **there is no firm ETA for full restoral of their various clearinghouse solutions**. Also, communications are now being shared via the Optum brand. As a result, we will begin referring to the company as Optum/CHC to avoid confusion and maintain continuity with our prior communications. **Optum/CHC continues to strongly recommend that customers use alternative solutions**, such as the Availity lifeline solution, until you are notified to reactivate on the Optum/CHC solution.

This week, Optum/CHC shared important details regarding their communication efforts and next steps customers will be expected to follow. As noted in our prior communication, the path to restoral for each customer will be unique. There are several factors that will influence the timing and nature of restoration that each customer will follow. Key among these is the legacy CHC clearinghouse solution you were using prior to the cyber-attack. Initially, you may notice that the restored service is not a "like for like" solution to your prior CHC services. Moving forward, Optum/CHC will introduce features and functionality to their go-forward solutions as they become available.

Optum/CHC has started to directly contact specific customers about reactivating their Revenue Performance Advisor (RPA) solution. If you have been contacted by Optum regarding either RPA or "Exchange", you are among those they are seeking to reactivate at this time. This outreach is one example of how different customers will take different paths to restoral. If you have been contacted by Optum we strongly recommend the following:

- Respond to Optum and carefully follow their directions. It is essential that you work directly with Optum as they have a specific process that you must follow. **eIVF cannot assist you at this phase as the relationship and activity is between your practice and Optum/CHC**. You should work closely with your IT team to provide the information requested by Optum/CHC.
- **Once you begin the process with Optum/CHC, contact eIVF at support@eivf.net to notify us that you have been contacted by Optum and have formally started the reactivation process**. This is an important step as we will need to coordinate with you to subsequently reactive your clearinghouse solution once your work with Optum is completed.

We are working with Optum/CHC to understand their process and develop our approach to better support you with the restoral. However, Optum/CHC has prioritized end-user activities and communications so you may be engaged by Optum/CHC before eIVF is aware.

If you have not heard from Optum/CHC, you need not worry. They are pursuing a phased approach that will take time and be unique to each customer. As we receive information on the progress with restoral, we will continue to update you. However, it is possible that you may receive communications before eIVF is aware.

We appreciate your continued patience while Optum/CHC works through their restoral efforts and request that you read thoroughly prior communications and FAQs for additional details. You should also scan your mail folders (including Spam or Other) for communications from either Change Healthcare or Optum. Importantly, the emails may be coming from Optum. Their communications will include the information you need to reactive on their solutions.