



March 1, 2024

Roger Connor
CEO, Optum Insight
Delivered by email

Dear Roger,

As the Change Healthcare outage is now in its second week, the pharmacy community continues to be challenged and frustrated by the significant impact this has on pharmacies, pharmacy teams, and patients—from both an access to care and an economic perspective. Pharmacies are struggling or—in some cases—unable to process prescription claims, some have not received e-prescriptions for more than a week, and many cannot process manufacturer patient assistance programs, which patients rely on.

We know that you are working to get systems back online, but we want to bring a patient care challenge to your attention that does not appear to have workarounds. Although there have been some workarounds in place for prescription processing at pharmacies, in several cases unsustainable manual processes, we are not aware of any workarounds for many impacted manufacturer copay cards and consumer prescription drug discount cards. These cards are essential financial crutches for patients in need of specific medications that they otherwise would not be able to afford. Without the reduced copays or assistance, patients are faced with significant costs for their medications, sometimes thousands of dollars. When they cannot afford to pay, they may be going without their medicines.

Our pharmacy organizations represent community and long-term care pharmacists and pharmacies and serve patients across the country. We urge you to work with the appropriate partners to expeditiously implement less onerous means for all willing pharmacies to process impacted manufacturer patient assistance programs. Pharmacies are making good-faith efforts to address patient needs to maintain continuity of care. Although these cards provide significant financial relief to patients, pharmacies are not in a position to honor these programs and assume the economic risk of not getting paid after the fact.



It is unclear when systems will be back to pre-outage functioning and fully recovered, so this needs to be addressed urgently. We stand ready to work with your organization to disseminate information about the status of the outage as a whole, as well as your efforts related to impacted manufacturer copay and patient prescription drug cards.

Sincerely,

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