

Dear Valued Members:

On April 17, we identified a cybersecurity ransomware incident that has impacted the Harvard Pilgrim Health Care systems we use to service you and your health care needs. As a Harvard Pilgrim Health Care member, you may be impacted by servicing delays due to system limitations and outages.

Our top priority is continuing to provide access to care for you and those on your plan. While we work diligently to restore affected systems as quickly and as safely as possible, our team is working around the clock so that you and those on your plan continue to receive the services you need. **Please note, our pharmacy services are not affected by the outage.**

Questions?

For important information and updates related to the system outage, we have created a dedicated section on our parent company website – www.point32health.org/systemupdate. We will update the page as more information becomes available.

Need assistance?

- **Urgent Care:** If you or any member on your plan needs urgent assistance to receive care, please call the member services number on your ID card or 800-260-0574.
- **Behavioral Health Care:** If you have questions about behavioral health services, please call United Behavioral Health/Optum at 888-777-4742.
- **Prescription Needs*:** As stated above, pharmacy services are not affected by this outage. If your ID card has an OptumRx logo, please direct pharmacy benefit and medical benefit drug questions to OptumRx by calling 855-258-1561 for home delivery support or 844-265-1705 for specialty pharmacy needs.
* If your employer offers a different pharmacy benefit administrator, you are not affected.
- As always, in the event of a **medical emergency, call 911 or seek immediate care.**

We take the privacy and security of the data entrusted to us seriously. If during our investigation we determine any individuals' sensitive information is involved in this incident, they will be notified in accordance with applicable law.

We will continue to keep you informed as we navigate this situation and relevant information becomes available. Thank you for your continued patience and partnership as we work through this difficult situation.

Sincerely,

Patrick Cahill
President, Commercial Markets