



April 2, 2020

As the COVID-19 situation continues to evolve and its impact is felt on our families, communities, and especially the healthcare professionals on the front line of this crisis, it is important to recognize what each of us can do to help during these challenging times.

As Change Healthcare continues to respond to COVID-19, the well-being of our employees, their families, our partners, and customers remains our top priority. We continue to take the necessary steps to keep our employees safe and enable them to continue their important work, which is critical to keeping the backbone of the healthcare system functioning and ensuring the uninterrupted flow of clinical, financial, and administrative data to support those who are at the forefront of the crisis.

We are prepared, committed, and taking necessary action to ensure continued support for our customers by enhancing existing solutions, working diligently to mitigate challenges as they arise, and continuing to innovate to keep them in a position to readily react in this uncertain environment.

To help our customers maintain operational continuity and scalability during the crisis, we have launched the [Change Healthcare COVID-19 Updates and Resources](#) hub—a source for important technology and business information drawn from experts within Change Healthcare and from our partners and third-party experts across the industry.

Additionally, we have reviewed our extensive portfolio and identified services and solutions that are ideally suited to help the industry respond to the unanticipated and rapidly arising challenges it is now facing as a result of the COVID-19 pandemic. We will be adding new solutions and offers that will be instrumental in responding to the ever-changing needs of our customers; these will be updated on this hub.

Finally, the Change Healthcare COVID-19 Updates and Resources hub will also house the latest information related to COVID-19, frequently asked questions, links to government resources, and company service notifications and updates.

We recognize that, at this point in time, our customers rely on us perhaps more than ever before. Our team remains dedicated to our vision of inspiring a better healthcare system and will continue to work

around the clock to support our customers, collaborate with our partners, and continue our tradition of innovation so we can navigate this challenging time together.

Sincerely yours,

A handwritten signature in black ink that reads "Neil de Crescenzo". The signature is written in a cursive, flowing style.

Neil de Crescenzo
President and CEO

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