



March 4, 2024

Dear Valued Partner,

I want to inform you about a recent cyber incident that affected Change Health, a subsidiary of United Health Group, and is impacting various e-services, including medical and prescription drug claims processing, which are crucial components of the services provided by Uprise Health for your account.

Rest assured, Uprise Health has promptly implemented workarounds to mitigate any potential disruption to services while Change Health works on fully restoring these e-services. We are committed to keeping you informed as we receive further updates on the situation. Your partnership is invaluable to us, and we are fully dedicated to addressing this issue with minimal impact on your operations.

Should you have any questions or concerns, please feel free to reach out to your designated Uprise Account Manager.

Best regards,

A handwritten signature in blue ink, reading 'Peter Strimaitis', with a stylized flourish at the end.

Peter Strimaitis, CEO