



Action Required: Fix Claim Rejections Caused by Your LexisNexis Opt-Out Status

Have your pharmacy claims been rejected? This may be related to an issue with your practice's LexisNexis opt-out status. This happens when your provider information is suppressed in insurance verification systems (like Verify Rx[®]), causing:

- **Delayed prescription fills for patients,**
- **Incorrect directory listings,** and
- **Rejected claims** from insurers who rely on LexisNexis data.

Why this happened:

The prescribers were automatically opted out by LexisNexis, via a privacy update, which requires providers to opt back in. While this protects your personal data, it also hides your practice's details from health plans and pharmacies—leading to claim rejections. To opt back in, providers were required to send their information to the email address listed in the letter.

Your Next Step (30 Seconds): Opt back in to restore your practice's visibility and prevent future rejections. Do this now:

1. **Email LexisNexis Risk Solutions** at privacydesk@lexisnexisrisk.com
2. **Include these 2 details** (exactly as shown in the letter you received, if available):
 - o Your full name & complete address
 - o A note: "I request to opt back in for my practice."

Important:

- This **does not expire** (unless you opt out again).
- Your patient data remains protected—this only affects your practice's visibility.
- **Time-sensitive:** Rejections may persist until you opt back in.

Attached: The template of the official LexisNexis letter has been provided for your

reference. **DHMP does NOT have the exact copy sent to your practice.**

Need Help?

• Call LexisNexis Consumer Center: **1-888-497-0011** (Mon–Fri 8am–8pm ET; Sat–Sun 9am–5pm ET) · Visit: <https://consumer.risk.lexisnexis.com/>

We're here to support you. Reply to this email if you need assistance with the opt-in process—we'll guide you step-by-step.

Thank you for acting quickly so we can keep your claims processing smooth.