

## CASE STUDY

# Safeguarding Patient Access

How Immediate Decisions Mitigated Impact of a Historic Cyberattack

Since 2008, our client has been a leader in the pharmaceutical manufacturer copay and patient assistance market. Today, they provide Patient Hub Services, Affordability Solutions and Awareness and Adherence capabilities leveraged by the pharmaceutical industry and healthcare providers, facilitating patient access to needed medications while uncomplicating the prescription journey. Their goal is to be the single-partner solution that helps patients get on and stay on therapy.

### Our client's decisive actions kept their patients access to care intact.

On February 21, 2024, a cyber-attack of one of the nation's largest healthcare technology organizations occurred, resulting in widespread impact to access for patients and payments for providers.

This cyber-security incident is described by some as the most significant and consequential in United States History. On March 1st, SS&C received a call to assist their patients that depend on **critical access to care**.

### The Solution

**Success required that both organizations collaborate to achieve a single goal during a trying time.**

Within one week, resources were secured, and teams were positioned and working face-to-face to restore access to care.

Through a collaborative and dedicated partnership, SS&C Health's client was empowered to enable patient access and eliminate the business disruption activated by the cyber security attack just days before.

### Our Client's Leadership in the Copay Card Industry



**170+** Pharmaceutical manufacturing clients



**530+** Brands programs designed



**761K** Prescribers on the EHR network



**\$5 Billion** Patient benefits processed



**2 Billion** Rx transactions each year



**90 Million** Patients supported annually

### 30 Day Success Metrics

- Brought 264 brand rescue offers online
- Started 41 non-rescue manufacturer programs
- Processed over 1.5 million claims
- Engaged over 36,000 pharmacies for processing readiness
- Loaded over 2 million historical claims
- Supported medical accumulation exchange
- Facilitated 22 million card activations

### Critical Lessons Learned for Taking Protective Measures

- Understand strategy of key vendor/partners related to security operational structure and protocols for safeguard of data
- Identify Redundant technology partners that also employ redundancy within their systems that help you mitigate risk
- Create joint business continuity and disaster recovery plans with your partners; even if not traditionally crafted
- Establish contract structure for exceptional situations to enable teams to swiftly execute on plans vs spending time negotiating
- Allocate time at a defined frequency to adjust joint plans with your partners based on current business environment
- Internally create plans to enable mobilization of teams to address issues if they arise.
  - Functional contributors and roles needed
  - Communication mechanisms
  - Feedback channels
- Remember **open communication and collaboration are keys to successful plan execution**

Supported by a robust enterprise global infrastructure and security operation, we employ a consultative approach to proactively build out operating models for *redundancy* and risk mitigation or acting as the *primary provider* of services.

At SS&C Health, we understand the severity of the impact access to care can have. Our foundation of best-in-class information and data security infrastructure enables us to align and adapt to support our clients' needs.