



Data Center Expansion, Infrastructure and Whitelisting (Updated 06.03.2020)

Experian Health is expanding its Internet footprint and adding systems that interact with your network. While we expect these changes to go largely unnoticed, there is a possibility that some clients could be affected, depending on company security policies.

Important: Please forward this document to your I.T. Security department for determination of possible changes that may be needed to be compatible with Experian Health's network changes. The table below contains technical details for the different connectivity options. New IP additions are listed in red.

Important: If you have Passport's IP addresses defined in your outgoing Internet Security Devices, please allow the additional IP addresses listed (in red). The latest updates are in **Indented/Bold**

| Connection Type | DNS name | IP's that may resolve to DNS name (load balanced) | Destination Ports |
|------------------------------------|---|---|---|
| Web-Based | *.experianhealth.com *.passporthealth.com | 207.65.76.102 199.96.232.145, 199.96.233.145 199.96.232.175, 199.96.233.175 199.96.232.176, 199.96.233.176 199.96.233.193 199.96.232.200, 199.96.233.200 199.96.232.209, 199.96.233.209 199.96.235.145 199.96.235.147 199.96.235.148 199.96.235.175 199.96.235.176 199.96.235.193 199.96.235.200 199.96.235.209 | TCP/443 |
| Universal Identity | uim.experianhealth.com, uim-api.experianhealth.com | 199.96.232.143 199.96.232.153 199.96.232.154 199.96.235.143 199.96.235.153 199.96.235.154 | |
| Secure FTP (SSH) | sshftp.passporthealth.com | 207.65.76.168 199.96.233.222 199.96.234.232 199.96.235.222 | TCP/22 |
| FTP over SSL | secureftp.passporthealth.com | 207.65.76.165 199.96.233.221 199.96.234.228 199.96.232.221 199.96.235.221 | TCP/20, TCP/21, TCP/9975-9984 |
| Passport Initiated SFTP or FTP-SSL | N/A | 207.65.77.21 199.96.233.205 199.96.232.233 199.96.234.233 199.96.235.233 | TCP/20, TCP/21, TCP/22, TCP/443, TCP/9975-9984 |

Data Center Expansion, Infrastructure, and Internet Footprint – FAQs

Who will benefit from this upgrade?

Most Experian Health customers, including those who use eCareNEXT.

What is Experian Health upgrading?

Experian Health is upgrading our Data Centers, expanding our infrastructure and internet footprint.

Why is Experian Health upgrading?

Upgrading our Data Centers, expanding our infrastructure internet footprint delivers on our commitment to providing our clients with improved customer support functionality and enhanced security throughout our products and services.

When is the upgrade going to occur?

Many upgrades have already happened. Further upgrades will occur through July 2020. We are trying to be thoughtful as to minimize future changes required by our customers. We encourage all Experian Health customers add these IP addresses to their whitelists as soon as possible.

Will training be needed?

No. This upgrade will not impact your current workflow processes.

Will there be downtime associated with these changes?

No product downtime is expected. The changes will be applied during a standard Experian Health maintenance window. During the changes, processing will continue to function through our data center.

Who should I contact if I have questions or issues arise?

If you have any questions or issues arise, confirm that the IP addresses were added to your network's whitelist, and send an email to customer.support@experianhealth.com

What happens if my organization does not whitelist the IP addresses?

Not all organizations use IP-based whitelisting. If your organization does not have this IT security function, then you do not need to make any change.