



## Impact Stemming from Change Healthcare Cyber Incident

March 1, 2024

### Patient Impact

- Patients are unable to get scripts filled, unable to use coupons, or are being charged out of pocket prices.
- There are reports some patients are hesitating to fill scripts due to costs.
- Some cancer patient care being impacted. Specialty drugs are very costly (\$20,000-\$50,000) – some providers handling this patient by patient to get them meds.
  - **Example 1:** TN patient reports local Walgreens unable to fill Medicare prescriptions or use coupons. Reports that if you want Medicare scripts you need to pay cash.
  - **Example 2:** VA patient reports they are told cost to pay for script out of pocket is \$1,200.
  - **Example 3:** One of our members says she has accounts waiting for processing that include 94 scripts for chemo scripts, 55 non-chemo scripts and 7,000 retail pharmacy scripts. All adding up.
  - **Example 4:** CO provider has 5,000 impacted scripts involving Cosco, Safeway, among others.
  - **Example 5:** UT provider has impact to 200 patients with specialty meds and infusion drugs.
  - **Example 6:** ID provider has same issue with coupons. Have 200 patients with specialty and infusion meds. Some are getting filled and some are not.

### Provider Impact

- Claims processing has been significantly impacted and cash flow interruptions are very big and patient care is impacted.
- Specialty pharma revenue is impacted.
- Examples of provider impact
  - **Large Integrated Delivery System:** \$35 million a day. Up to \$1 billion being held. They are looking at options. Have not made a switch yet. They are testing.
  - **Academic Medical Center in the West:** They go through a state HIE that uses Change and have few alternative means. Have own retail pharmacy which has had a big impact. Cannot accept coupons. Also impacting radiology and HR. Don't have much in cash reserves.
  - **CAH example:** One big provider we spoke with has some CAHs using their systems and since the big provider is impacted so is the CAH. They are also in the process of going live with one CAH and this needs to be delayed as they drop to paper / manual
  - **Community-based clinicians:** Hearing they are cash-strapped and unable to get claims processed.

- **340B:** One member said, “for 340B coverage you have to electronically submit. It would be nice to have a grace period through this incident, so you don’t lose your 340B certification.”
- **MidAtlantic Children’s Hospital:** Mid-atlantic provider reports CVS not filling some meds, kids not receiving chemo, ACO operations impacting care handoffs.
- **Academic Medical Center in the West:** Sitting on \$84 million in hospital / physician; goes up \$10 million a day.
- **Rural Provider in South:** Having delays in ED because patient page was timing out because it is run by CommonWell (Oracle). Report home health is in bad shape.
- **Academic Medical Center in South:** Impacting their revenue cycle with no ability to code, claims just sitting.

### Pharmacies

- There is a connection run by **SureScripts** known as **Community Connect** between Change and the pharmacies that is not working (not all retail pharmacies use and not all SureScripts use). The piece that appears broken is the connection between Change and retail (heard though that it may be getting resolved in next few days?). This is creating several issues:
  - Patients have no way of telling what drugs are or are not covered.
  - Not all are exception paper scripts. For example, one CO provider reports that due to a state law that calls for eprescribing, some pharmacies will not take paper even though law allows for exceptions.
  - Scripts are being sent but not being filled and clinicians have no idea that script never made it.
  - Patients being forced to pay out of pocket or leaving without their script.
  - Lifesaving, costly meds may not be reaching hands of patients.

### Payers

- Commercial payers are trying to find work arounds.
- Our members report lots of interruptions with Medicaid. Hearing VA is impacted as well.
  - **Example 1:** VT Medicaid was entirely reliant on Change.
  - **Example 2:** UT Medicaid also goes through Change, so they are down.

### Impacted Systems

There is confusion over which systems are truly impacted. There have been varying reports about which ones were involved. For instance, many assumed it was ConnectWise but that has not been definitively confirmed. Citrix has also been mentioned. There has been information from the Dark Web that has been circulating widely, though I am told this was now taken down. Nonetheless, it is causing a lot of confusion. What was posted online is on Twitter [here](#).