

A message from
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Change Healthcare, which is one of the largest healthcare technology companies in the United States, experienced a cybersecurity issue on Wednesday, Feb. 21 that began disrupting a number of its systems and services. Change Healthcare is a vendor to many hospitals, providers, retail pharmacies and health plans across the country, including Geisinger. When we learned of this issue, we immediately severed all connections between Change Healthcare and Geisinger systems.

This disruption is impacting several areas of our system, including pharmacy. We are developing workarounds and processes to ensure business continuity and meet the needs of our patients and members without disruption.

As a result of this cybersecurity issue, there may be local retail pharmacies that cannot fulfill prescriptions because they use Change Healthcare services. Geisinger Health Plan members can get prescriptions filled at any Geisinger retail pharmacy. Geisinger pharmacies will do their best to accommodate the individual needs of all members during this disruption.

We anticipate this will take time to resolve and will keep you informed as we learn more. Reach out to [1-866-488-6653](tel:1-866-488-6653) if you have any questions.

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