



Health Resources & Services Administration

HIV/AIDS Bureau

5600 Fishers Lane

Rockville, MD 20857



March 11, 2024

Dear Ryan White HIV/AIDS Program Colleagues,

In late February, Change Healthcare – a unit of UnitedHealth Group (UHG) – was impacted by a cybersecurity incident. The Health Resources and Services Administration’s (HRSA) HIV/AIDS Bureau (HAB) has been in contact with our Ryan White HIV/AIDS Program (RWHAP) recipients over the past two weeks about the impact of the Change Healthcare cyberattack and continues to stay up to date on the resulting challenges.

HRSA HAB is aware of challenges with processing pharmacy claims that is affecting some RWHAP clients and AIDS Drug Assistance Programs (ADAPs). To ensure that RWHAP clients receive antiretroviral and other essential medications, some pharmacies are providing medications even though pharmacy claims cannot be processed, with guarantees of payment once the pharmacy claim system is restored.

In situations where pharmacies refuse to dispense medications to RWHAP clients that are insured because claims cannot currently be processed, ADAPs may transfer prescriptions to be filled through the recipient’s ADAP 340B contract pharmacy. These prescriptions should later be billed to insurance/third-party payors once claim processing resumes.

HRSA HAB encourages RWHAP recipients with clients affected by the Change Healthcare cybersecurity incident to develop mechanisms to ensure RWHAP clients have access to medications and services during this emergent situation.

Thank you for your continued commitment to ensuring that the RWHAP provides an optimal, comprehensive system of quality care and treatment for people with HIV. Please contact your project officer if you have any questions and to share any challenges you are facing related to the cyberattack.

Sincerely,

/Laura W. Cheever/

Laura Cheever, MD, ScM

Associate Administrator

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