



NEWS FOR BROKERS & CONSULTANTS

Applies to: All Markets

Information about the Change Healthcare Security Incident

As you are likely aware, Change Healthcare, a vendor that connects payers, providers and patients within the U.S health care system, is experiencing a cyber security issue that is affecting the business operations of many companies nationwide, including Horizon. This is **not a Horizon incident**, and at this time, there is no indication that our systems have been compromised. Once we became aware of the incident, we disconnected our systems from Change Healthcare and are reviewing the impact to our business operations and our stakeholders.

We are aware that you and/or some of your clients and their covered employees may have been impacted by this incident. If your clients' covered employees with pharmacy coverage through Horizon need help filling a prescription during this time, please instruct them to call **1-800-370-5088**.

We know this can be concerning and are working hard to make sure your clients' covered employees have continued access to care, and that you are able to conduct your business with us as usual. We are gathering more information as the situation unfolds and will provide updates as soon as possible.

If you have any questions, please reach out to your account manager or sales representative.

Horizon Blue Cross Blue Shield of New Jersey will never send you an email asking you to click on a link to validate User ID(s), password(s) or PIN(s), Social Security Number(s), card or account number(s), cardholder verification value(s) (CVV2), or user-defined challenge information (e.g., mother's maiden name, place of birth, etc.). If such a message is received, please immediately forward it to Abuse@HorizonBlue.com.

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