

Mr. Greg Garcia

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Responses to Questions For the Record for the hearing titled

“Examining Health Sector Cybersecurity in the Wake of the Change Healthcare Attack”

April 16, 2024

The Honorable Earl “Buddy” Carter

1. As these challenges have persisted for weeks, pharmacies continue to encounter challenges with delayed reimbursement and processing manufacturer coupons and copay assistance programs that some of their patients rely on to access essential medications. Given this ongoing impact, what preventative steps can be taken to expedite restoration for pharmacies and their patients amid future incidents and to help mitigate the impact on pharmacies and patients?

Response: I am afraid that is beyond the purview and expertise of the HSCC Cybersecurity Working Group, so I would like to defer to the other panelists for a lucid answer.

The Honorable Nanette Barragán

1. We know that this cyberattack impacted the ability of patients to obtain their medications due to the impact on pharmacy systems. One hospital in California reported that they had to readmit a patient because a patient was unable to afford their medication after discharge since the coupon systems were down. What further actions are needed to support pharmacies in these events and ensure that patients are able to access the medications they need?

Response: I would say the same as above, as the question is not related specifically to cybersecurity solutions. As a general matter, with the objective of better preparedness and better incident response at a strategic level, we advise that the industry and government collectively adopt and pursue the many recommendations contained in the Health Industry Cybersecurity Strategic Plan that we published in February of this year. This is a five-year wellness plan that mobilizes all the interconnected and interdependent healthcare subsectors which, if successfully implemented, will reduce the likelihood of such disruptive cyber attacks in the future and improve the speed and effectiveness of industry and government response when such incidents do occur.

The Health Industry Cybersecurity Strategic Plan can be found on our website, here:

<https://healthsectorcouncil.org/cyber-strategic-plan/>