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**Munson Healthcare experienced a disruption in our electronic prescription delivery caused by a national cyberattack on February 21, 2024 at Change Healthcare.** Change Healthcare plays a crucial role since they provide essential services and support to hospitals across the nation, including pharmacy management. The recent [cyberattack](#) has caused significant disruptions in health care delivery and access.

In a proactive countermeasure, Munson Healthcare responded by briefly suspending our electronic prescriptions due to the Change Health outage. We re-enabled ePrescribe services once most pharmacies were once again able to receive e-scripts. However, some pharmacies, including **Costco**, as well as smaller local stores, may still be impacted. Therefore, your electronic prescription will need to be filled by a pharmacy that is not impacted, which may be different than your usual pharmacy.

If you need a prescription or a refill, please note the following:

- All [Munson Healthcare pharmacies](#) are restored and able to provide your prescriptions
- Although insurance verification has been **restored for all [Munson-owned pharmacies](#)**, other local pharmacies may still be impacted. Impacted pharmacies may ask you to pay cash or seek an alternate pharmacy if they cannot verify your insurance.
- Individual pharmacies may choose which printed and faxed prescriptions they will accept. Please be aware of this variation. If a script is sent and fails, you may be asked to use an alternate pharmacy.
- If you need a controlled medication filled outside of the Munson Healthcare system:
  - We can fax controlled (CIII-CV) medications to most pharmacies; however, for controlled (CII) medications a paper prescription must either be picked up by you or your representative designated in your medical record. In an emergency, your provider can call in controlled prescriptions to a retail pharmacy.
  - For CII medications, your provider must also deliver a handwritten and manually signed prescription to your designated pharmacy by certified USPS mail with return receipt within 7 days, therefore this is not the preferred method unless there are extenuating circumstances which make it difficult for you to receive a paper prescription.

At Munson Healthcare, we are committed to ensuring that you receive the medication you need. We apologize for any disruption this national issue may have caused and will work with you to find alternatives during this outage.