



THE STATE
of **ALASKA**
GOVERNOR MIKE DUNLEAVY

Department of Commerce, Community,
and Economic Development

DIVISION OF INSURANCE

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Bulletin B 24-06

**TO: ALL INSURERS AUTHORIZED TO TRANSACT HEALTH INSURANCE
BUSINESS IN THE STATE OF ALASKA AND OTHER INTERESTED PARTIES**

**RE: INSURER RESPONSIBILITIES IN RESPONSE TO CHANGEHEALTH CYBER
ATTACK - EXTENDED**

Due to continued interruptions to claims systems by the Change Healthcare Cyber Attack, the Alaska Division of Insurance is extending an expiring provision of bulletin B 24-04. We understand that while systems are running again, Change Healthcare has used a phased approach to restarting services for providers and facilities. This means that not all system users have been able to regain full functionality. Some users may not yet have access or may have regained access recently.

Bulletin B 24-04 included a provision which expires on April 21, 2024. This provision required insurers to allow consumers to obtain prescriptions from a non-network pharmacy without penalty (e.g. network cost-share level, network deductible) due to barriers to obtaining prescription drugs from a network pharmacy. This requirement is extended to June 21, 2024.

The remainder of Bulletin B 24-04 remains in effect.

Questions regarding this bulletin should be directed to Sarah Bailey via email sarah.bailey@alaska.gov.

Dated April 19, 2024

DocuSigned by:

Lori Wing-Heier

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Lori Wing-Heier
Director