CS Trust Bulletin
July 2024

On March 25, 2024, HealthEquity (previously known as Further), Capital Blue Cross' (CBC) preferred HSA/HRA/FSA vendor, was targeted in a cybersecurity attack. After a three-month investigation, HealthEquity determined that someone had unauthorized access to protected health information and/or personally identifiable information. HealthEquity confirmed the incident with its corporate customers, including CBC, in June 2024. Capital Blue Cross' systems were NOT targeted in this cybersecurity incident.

HealthEquity stated that some of the CBC member's data was accessed. HealthEquity reports that it has taken appropriate steps to stop the unauthorized access and there is no current threat. They do not have evidence that the accessed data has been made available online.

CBC is working closely with HealthEquity to understand the full impact on their membership. HealthEquity has informed CBC that the affected data may include first name, last name, address, phone number, employer, Social Security Number, health plan member number, HealthEquity payment card information (but not payment card number), and HealthEquity account or benefit type. HealthEquity will notify the impacted employers and employees in the next few weeks.

GLP-1 Medication Shortage

The U.S. Food & Drug Administration (FDA) has reported a shortage of GLP-1s – or drugs containing semaglutide in their current drug shortage database.

While these shortages continue, Express Scripts wants to ensure that CS Trust members do not experience any issues filling their GLP-1 prescriptions. Members who call their Patient Care Contact Center with concerns about filling 90-day supplies of a GLP-1 prescription will receive an automatic Prior Authorization (PA), allowing them to fill a 30-day supply without penalty.

Express Scripts has expanded its Contact Center resources and trained its Patient Care Advocates to provide this added service.

Print and Virtual Member ID Cards

Express Scripts members can print a member ID card from express-scripts.com or view their member ID cards on their smartphone using the Express Scripts® app. Attached is a flyer with more details.

How to print and/or view an ID card flyer.

Geisinger
Health Plan

Geisinger subscribers have options for care. Subscribers are encouraged to visit an urgent care center when they need care quickly, but the injury isn't life-threatening. Out-of-pocket costs are significantly lower at an urgent care center than at the emergency room. Attached is a flyer with more details.

[Urgent care and emergency room services comparison flyer](#)