



February 21, 2024

Change Healthcare

Effective Date: February 21, 2024		
BIN: 005526, 011933, 017804, 015855, 017795, 014293	PCN: MEPOP, MEPARTD, IAPOP, ILPOP, UTPOP, VTPOP, VTPARTD, WYOPOP	Group: Multiple

Change Healthcare is experiencing some intermittent network issues which may not allow claims to process.

We are aware of this issue and working to resolve it. If you experience this issue, please follow your routine offline claims processing procedure.

Existing federal law requires that a 72-hour emergency supply of a prescription drug be dispensed to Medicaid patients when the medication is needed without delay.

At this time, this issue prevents calls from reaching the Change Healthcare call center. We apologize for any inconvenience.

To view payer sheets, visit:

<https://professionals.optumrx.com/resources/payer-sheets.html>.

To reduce processing errors, please confirm the information on member's ID card prior to submitting prescription claims.

Should you have any questions or require assistance, please contact the OptumRx Pharmacy Help Desk at **800-788-7871** (24 hours a day, 7 days a week).

Please distribute immediately.

For questions regarding communications, contact the Pharmacy Provider Communications team:
pharmacyprovidercommunications@optum.com

All Optum trademarks and logos are owned by Optum, Inc. All other brand or product names are trademarks or registered marks of their respective owners. This document contains information that is considered proprietary to OptumRx and should not be reproduced without express written consent of OptumRx.
©2024 Optum, Inc. All rights reserved.