

State of Vermont

Department of Vermont Health Access

NOB 1 South, 280 State Drive

Waterbury, VT 05671-1010

Agency of Human Services

[Phone] 802-879-5900

[Fax] 802-241-0268

Change Healthcare Pharmacy Benefits claims processing interruption for Vermont Medicaid Frequently Asked Questions

Background

On Wednesday February 21st Change Healthcare, the Pharmacy Benefits Manager for Vermont Medicaid which operates point of sale claims processing, reported issues with claims processing related to a cyber security incident. Change Healthcare took immediate action to disconnect Change Healthcare's systems to prevent further impact.

What is the effect for Vermont Medicaid?

Due to the system outages, Vermont Medicaid and Change Healthcare staff have been and continue to be unable to access pharmacy claim information. This includes placing overrides and prior authorization for members to obtain prescriptions. This outage affects the pharmacy benefit access for all Vermont Medicaid members.

What is the impact?

Unfortunately, the outage is not limited to Vermont Medicaid members and providers. The outage is disrupting pharmacy services nationwide.

How long will this system outage last?

Change Healthcare does not have an established time for resolution. Status updates are expected to be provided on Tuesday 02/27/2024.

What can Vermont Medicaid Members do? Our highest priority is to ensure members continue to have access to necessary medications. Members are instructed to talk to their pharmacy staff. They can also contact the Optum Rx Pharmacy Help Desk at (800) 880-1188 for assistance.

Instructions for prescribers and pharmacies:

We encourage pharmacy providers to dispense new or existing prescriptions up to a 30-day supply of medications including insulin, inhalers or packages that cannot be broken without charging the member in accordance with Vermont Medicaid Coverage policies. Once systems are restored claims can be submitted for reimbursement for Medicaid covered products

Please refer to the Preferred Drug List for current coverage criteria [Preferred Drug List \(PDL\) & Clinical Criteria | Department of Vermont Health Access](#)

Additional resources <https://vtmedicaid.com/assets/manuals/GeneralBillingFormsManual.pdf>

Provider agreement [General Provider Agreement.pdf \(vtmedicaid.com\)](#)

1. Verify eligibility : Using the automated Voice Response System (VRS), 800.925.1706, option 1 and then option 1 again or by utilizing online Transaction Services <https://vtmedicaid.com/#/home>. For newly enrolled members, please call Maximus at 855-899-9600 during business hours and for afterhours please call the automated Voice Response System (VRS).

2. Fill the new prescription or refill.

Note : Applicable edits may be overridden when claims are reconciled once systems are back online.

3. Dispense the prescription to the member using established pharmacy internal procedures.

Please note for prescriptions that require Prior Authorization the state is exercising temporary flexibility. If a prescriber determines that a non-preferred medication meets medical necessity Vermont Medicaid will provide reimbursement to the pharmacy. Prior Authorization documentation may still apply for subsequent fills.

Please note **coverage rules still apply**, for example: drugs for weight loss, cosmetic purposes and hair regrowth remain non covered and **will not be reimbursed**.

Please Help Ensure Ongoing Access to Buprenorphine and Other Life-Saving Medications

Suddenly stopping buprenorphine/naloxone and other medications can cause harm for members. Maintaining access to buprenorphine is essential to keep people engaged in treatment and to avoid overdose death. To prevent medication interruptions we ask that, whenever possible, you support members by honoring prescription fill requests and providing access to necessary medications.

Please look for forth coming email or web posting updates at

<https://dvha.vermont.gov/providers/pharmacy/pharmacy-programs-bulletins-and-advisories>

DVHA would like to thank all Medicaid pharmacy providers for their patience during this process. Please contact the Change Healthcare Pharmacy Help Desk at 1-844-679-5362 or the Optum Pharmacy Help Desk at 1-800-880-1188 for assistance with urgent matters.