



---

**State of Vermont**  
**Department of Vermont Health Access (DVHA)**  
NOB 1 South, 280 State Drive  
Waterbury, VT 05671-1010

*Agency of Human Services*  
[Phone] 802-879-5900  
[Fax] 802-241-0268

July 25, 2023

**\*\*Attention Pharmacies\*\***  
**Important Information for Medicaid Beneficiaries**

In response to the current state of Emergency in VT due to flooding, to ensure that Medicaid members have access to the medications they need, The Department of Vermont Health Access (DVHA) has temporarily re-activated SCC 13 as an allowable NCPDP submission clarification code in the adjudication of pharmacy claims. Changes to point-of-sale will be extended through **08/08/2023**. This code is utilized by the dispensing pharmacist when processing an early refill for the patient and indicates that an override is needed based on an emergency/disaster situation recognized by the payer. The use of SCC 13 will override a Reject 79 (Refill too soon). It will NOT override either Reject 75 (prior authorization required) or Reject 76 (Plan limits exceeded). DVHA will monitor claims using this submission clarification code to ensure it is used only when medically necessary. Improper use of SCC13 will subject the claim to recoupment.

For questions, please contact the Change Healthcare Pharmacy Help Desk at 1-844-679-5362. Vermont providers can also send inquiries via email to **PBA\_VTHelpdesk@changehealthcare.com**. Thank you for your continued support of Vermont's pharmacy benefits programs.