



State of Vermont
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Important Updates to the Pharmacy Provider Manual Regarding Automatic Refills

Dear Medicaid Provider,

The Department of Vermont Health Access (DVHA) is making changes to the Pharmacy Manual regarding automatic refills for Medicaid members. Vermont Medicaid does not pay for prescriptions that are not medically necessary or for individuals who are no longer eligible for Vermont Medicaid. Providers may not use automatic refill systems to deliver or provide prescriptions to members. Members and providers may not agree to waive the requirements of this section. Providers may contact members to initiate a refill, but members must choose to fill each prescription, and providers must determine that the member remains eligible for Vermont Medicaid before providers deliver or dispense the prescription. Providers may not assume that, because a member's prescription authorizes refills, the member has implicitly requested that the provider refill the prescription.

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 clinical pharmacy programs.