



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

March 26, 2024

The Department of Vermont Health Access – Claims Processing Information

As the Department of Vermont Health Access (DVHA) previously reported, Change Healthcare (CHC), which operates Vermont's Medicaid pharmacy claims system, experienced a significant cybersecurity issue on February 21, 2024. Thank you for your continued efforts to serve Vermont Medicaid members during the outage.

Pharmacy claims resumed processing on **3/18/2024**. As a reminder, when submitting pharmacy claims that were dispensed during the outage:

- Copayments: Vermont Medicaid removed copay requirements for all members with prescriptions processed from 02/21/2024 through 3/18/2024 and a zero copay was programmed on these claims. Vermont Medicaid will pay the entire claim amount, including any copay amount typically collected from the member. Pharmacies will not lose reimbursement for the copay amount.
- If your pharmacy has collected copays on any prescriptions dispensed during the outage, please provide refunds to members as applicable.
- Pharmacies are encouraged to submit claims from the earliest date of service to the most recent date of service to avoid incorrect processing due to sequencing of submissions.

To reduce pharmacy burden and allow for ease of processing claims during the outage, and temporarily as claims are brought back online, the following reject codes continue to be bypassed:

- Reject Code 75 – PA Required
- Reject Code 76 – Plan Limitations Exceeded
- Reject Code 79 – Refill Too Soon

DVHA anticipates that edits will begin functioning again over the next several weeks. Please continue to refer to the [Preferred Drug List](#) for current coverage and clinical criteria.

Prior Authorizations: The Department of Vermont Health Access (DVHA) is exercising temporary flexibility for prescriptions that require prior authorization. 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 prescription claims.

Please contact the helpdesk with any questions **Change Healthcare Pharmacy Help Desk: 1-844-679-5362**