

March 1, 2024

As the Department has previously reported, Change Healthcare, which operates Vermont's Medicaid pharmacy claims system, experienced a significant cyber security issue last week. Change Healthcare has confirmed that this issue is impacting pharmacies and providers across Vermont, New England, and the country. At this time, Change Healthcare's systems remain down, and the company has not provided a timeframe for full restoration of services.

The Department of Vermont Health Access (DVHA) understands that pharmacies are experiencing increased administrative burden during this time in order to provide access to medications while the Change Healthcare system is down. We are asking our members to please be patient as this increased workload may create delays at pharmacies.

The Department will continue to ensure that pharmacies have the resources and instructions they need to continue providing access to prescriptions for eligible Medicaid members. Last week, DVHA issued payments to pharmacies in order to ensure that they are able to remain operational while the Change Healthcare system is down. The Department is working closely with pharmacies to ensure their needs are met, and we will continue to do so.