

March 11, 2024

Dear Provider,

As you are aware, Change Healthcare recently experienced a significant cyber security issue which has impacted pharmacies and providers across Vermont and nationwide.

For Vermont Medicaid providers using Change Healthcare products (e.g., Emdeon) who are currently unable to submit claims, please ensure clinical documentation supports each service and be prepared to submit claims when the system has been restored.

If your organization has been impacted by the Change Healthcare outage and wishes to request an advance payment against future Medicaid claims, please email AHS.DVHChangeHealthcareServiceOutage@vermont.gov the following information:

- Organization Name:
- Medicaid Billing ID:
- NPI:
- Contact Name:
- Contact Phone Number:
- Contact Email Address:
- Change Healthcare product used to submit VT Medicaid claims:
- Agreement to terms* of advance (Y/N):

**Terms of Medicaid Advance Payments: Your organization is requesting an advance payment as a result of the inability to submit claims to Vermont Medicaid through your Change Healthcare claims processing system. These advances are emergency payments intended to help your organization withstand the current Change Healthcare system failure. You will be expected to pay any advances back within 60 days of the Change Healthcare system restoration. As indicated in prior communications, you will also be required to submit all claims for services provided to Medicaid members during the emergency period within timely filing guidelines.*

In order to receive an advance to be included in your 3/22/24 remittance advice, this information must be submitted ASAP and no later than 4:00 p.m. on Thursday, 3/14/24. If you previously submitted documentation and/or the need for an advance, you must submit your information once again.