



State of Vermont
Department of Vermont Health Access
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IMPORTANT REMINDER
Claims processing and Medicaid Member Billing

Dear Provider,

As you know, due to the network service outage with Change Healthcare (CHC), pharmacies are not able to be submit claim. As a result, regular weekly payments from VT Medicaid are affected. To ensure your organization does not experience cash flow issues during this time, last week the State of Vermont and Gainwell issued a payout for the average amount of your weekly paid claims. Please review your remittance advice to confirm your organization received this payment. We are planning to make manual payments again this week and ongoing during this outage.

In the event of a high-cost drugs that may require an outlier payment, please outreach the pharmacy unit with detailed information on the request at ahs.dvhaph@vermont.gov.

When the current security incident is resolved, and claims can be processed, the payout amounts issued to your organization will be offset by future claims payments.

Pease note advanced payments to providers will have 60 days post the restoration of the processing issue, to have paid back the advance, by either submitted claims to offset against the advance, or to submit a refund check to Gainwell Technologies.

As a reminder, according to the [Medicaid Provider Agreement](#), **pharmacies may not bill Medicaid members** for prescriptions:

- All Medicaid covered services provided to a member shall be billed to the state.
- Pharmacies may not bill a member or collect any payment from a member, other than co-payments.
- Pharmacies cannot require members to pay for services in advance.

Instructions for prescribers and pharmacies:

We encourage pharmacy providers to dispense new or existing prescriptions up to a 30-day supply or previously authorized refill amounts of medications including insulin, inhalers or packages that cannot be broken without charging the member in accordance with Vermont Medicaid Coverage policies. Once systems are restored claims can be submitted for reimbursement for Medicaid covered products.

Please refer to the Preferred Drug List for current coverage criteria [Preferred Drug List \(PDL\) & Clinical Criteria | Department of Vermont Health Access](#)

1. Verify eligibility: Using the automated Voice Response System (VRS), 800.925.1706, option 1 and then option 1 again or by utilizing online Transaction Services <https://vtmedicaid.com/#/home.For> newly enrolled members, please call Maximus at 855-899-9600 during business hours and for afterhours please call the automated Voice Response System (VRS).
2. Fill the new prescription or refill. Utilize the Prescription Drug Monitoring system as applicable for

controlled substances.

Note: Applicable edits may be overridden when claims are reconciled once systems are back online.

3. Dispense the prescription to the member using established pharmacy internal procedures.

DVHA is exploring all options to reduce the additional administrative burden pharmacy providers are encountering during this time.

If you have any questions or concerns regarding this information, please contact your Provider Relations Representative directly ([ProviderRepMap.pdf \(vtmedicaid.com\)](#)), or the Gainwell Help Desk at 800-925-1706.