



State of Vermont

Department of Vermont Health Access

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## The Department of Vermont Health Access - Update on Change Healthcare Network Outage

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

**We are pleased to report that starting on 3/18/2024 pharmacy claims will begin processing again.** Additionally, the Optum (formerly CHC) helpdesk personnel are available to assist pharmacies with claims processing. Effective, March 18, 2024, providers and pharmacies may contact the helpdesk using the same pharmacy helpdesk number at **1-844-679-5362**.

Information for submitting claims for drugs that were dispensed during the outage:

- Copays- Vermont Medicaid is removing copay requirements for all members for the duration of the outage. A \$0.00 copay will be programmed on claims processed for dates of service throughout the outage (02/21/2024- 03/18/2024). 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 voluntarily refund those 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.
- In an effort to reduce pharmacy burden, DVHA is bypassing condition codes
  - Reject Code 75 – PA Required
  - Reject Code 76 – Plan Limitations Exceeded
  - Reject Code 79 – Refill Too Soon.
- Prior Authorization- Pharmacies and prescribers are expected to follow Vermont Medicaid's Preferred Drug List requirements for non-preferred medications. For questions regarding prior authorization please call the Pharmacy helpdesk 1-844-679-5362.
- Please expect higher than average call volume to our helpdesk, as well as potential congestion with switch vendors (i.e. RelayHealth) during resubmission.
- If you would like to set up an appointment to work directly on troubleshooting submission of claims, please call the helpdesk and we will schedule a time to work through this process.

We genuinely appreciate your patience, understanding, and continued care of our Vermont Medicaid clients.