

February 29, 2024

Dear Provider,

As you may be aware, Change Healthcare, which operates Vermont's Medicaid pharmacy claims system, experienced a significant cyber security issue last week which has impacted pharmacies and providers across Vermont and New England. The Department of Vermont Health Access (DVHA) has learned that this cyber security issue has impacted more provider types than just pharmacies.

To ensure that all impacted providers are known, can be paid, and continue providing access, DVHA is asking providers who have been impacted by the Change Healthcare cyber security issue to please contact AHS.DVHAChangeHealthcareServiceOutage@vermont.gov. Please include your Medicaid billing ID, NPI, contact information, and Change Healthcare entity used to submit VT Medicaid claims.

Optum Solutions, the parent company of Change Healthcare, is working to resolve the current service outages and continues to update the Department of Vermont Health Access. This outage is expected to continue through the week, and Optum has not provided a timeline for when full service will be restored.

To ensure Medicaid members receive necessary services and providers have necessary guidance we offer the following:

Claim payments: For those providers using the Emdeon system who are unable to submit claims, and wish to receive an advance payment, please ensure clinical documentation supports the service and be prepared to submit claims when the system has been restored. Notify the DVHA team by emailing your Medicaid Billing ID, NPI, contact information, and Change Healthcare entity used to submit VT Medicaid claims to: AHS.DVHAChangeHealthcareServiceOutage@vermont.gov .

In order to receive an advance to be included in your 3/8/24 remittance advice, this information must be submitted ASAP and no later than 4:00 pm on 2/29/24. Any information received later than 4:00 pm would be included in the 3/15/24 remittance. Please note providers will have 60 days post the restoration of CHC/Emdeon connectivity to pay back the advance.

Eligibility: Eligibility must be verified through 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>).

Prior Authorizations: Providers writing prescriptions for medications that require prior authorization are expected to adhere to the criteria in the [Preferred Drug List \(PDL\)](#) and consult the Vermont Prescription Monitoring Service.