

Change Healthcare Outage

Change Healthcare is experiencing a cyber security issue and our experts are working to address the matter. Once Change Healthcare became aware of the outside threat, in the interest of protecting our partners and patients, immediate action to disconnect Change Healthcare systems occurred to prevent further impact.

Who is Impacted:

- All Change Healthcare BINs for Medicaid FFS in the following states (IA, WY, ME, VT, IL, and UT)

Pharmacy Actions to take:

- Where possible, check member eligibility and/or validate member ID card
- Proceed with servicing member during this outage by dispensing medication and ensuring continuity of care, please leverage the 72-hour emergency supply of a prescription drug when the medication is needed without delay.

Who is Impacted:

- For non-Medicaid FFS Change Healthcare BINs including Coupon Vouchers, Cash Discount Cards and others

Pharmacy Actions to take:

- Where possible, check patient eligibility and/or validate coupon or patient ID card
- Proceed with servicing member during this outage by dispensing medication and ensuring continuity of care.

Who is Impacted:

- Pharmacies using Change Healthcare Switch (ERx) for Optum Rx members

Pharmacy Actions to take:

- Use the Optum Rx Provider Portal to check member eligibility and/or validate member ID card
- Proceed with servicing member during this outage Proceed with servicing member during this outage by dispensing medication and ensuring continuity of care
- If Pharmacy is unable to verify eligibility or the Member ID card is unavailable, please contact the Optum Rx Pharmacy Help Desk at (800) 880 – 1188 for assistance

All pharmacy management systems can process off-line claims during this outage.

Thank you for your continued support. Please distribute immediately.

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For questions regarding communications, contact the Pharmacy Provider Communications team: pharmacyprovidercommunications@optum.com