



December 16, 2024

Notice: Observance of Christmas and New Years

Effective Date: 12/24-12/25/24 and 1/1/25	
BIN: 017795	PCN: VTPOP
BIN: 017795	PCN: VTPARTD

Dear Vermont Medicaid Pharmacy Providers,

In observance of Christmas and New Years the Optum Vermont Pharmacy helpdesk (formerly Change Healthcare) will have reduced hours (8am to 4pm) on Tuesday, December 24th, 2024. The helpdesk will be closed Wednesday, December 25th, 2024, and Wednesday January 1, 2025.

If you have an emergency, please contact our helpdesk using our standard after-hours numbers, 1-844-679-5362 or 1-844-679-5363. Your call will be returned within 15 minutes.

From all of us at Optum, please have a safe and enjoyable holiday.